Emirates Real Estate Solutions (ERES)

OQOOD Off-Plan Property Management Solution

Property Developers Guide

Version 1.1

http://www.oqood.ae/

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Overview 1

The introduction of freehold ownership has sparked interest in improving the real estate market in Dubai and identified the need for a registration process for all off-plan properties and transactions. Oqood has been launched in response to the foreseen needs for a comprehensive Off-Plan Properties Management System.

What is OQOOD?

Over the last decade, off-plan property transactions have seen a tremendous growth across the UAE, and particularly, in the Emirate of Dubai. Dubai Land Department and Real Estate Regulatory Department (RERA) have always sought to find a uniformed and centralized method for managing off-plan property transactions and contracts.

Oqood is a powerful, flexible and easy to use off-plan property management system, developed based on emerging technologies such as Oracle 10g and Microsoft ASP.net. As the name suggests, Oqood, meaning "contracts" in Arabic, aims to register all types of contracts between off-plan properties developers and buyers. In addition to that, Oqood allows you to manage your off-plan properties and participants within a simple framework and user friendly bilingual Arabic-English interface.

Oqood monitors, automats and regulates off-plan properties market by providing top-notch e-services and enforcing standards and best practices gathered by Dubai Land Department over the last 50 years.

This User Guide

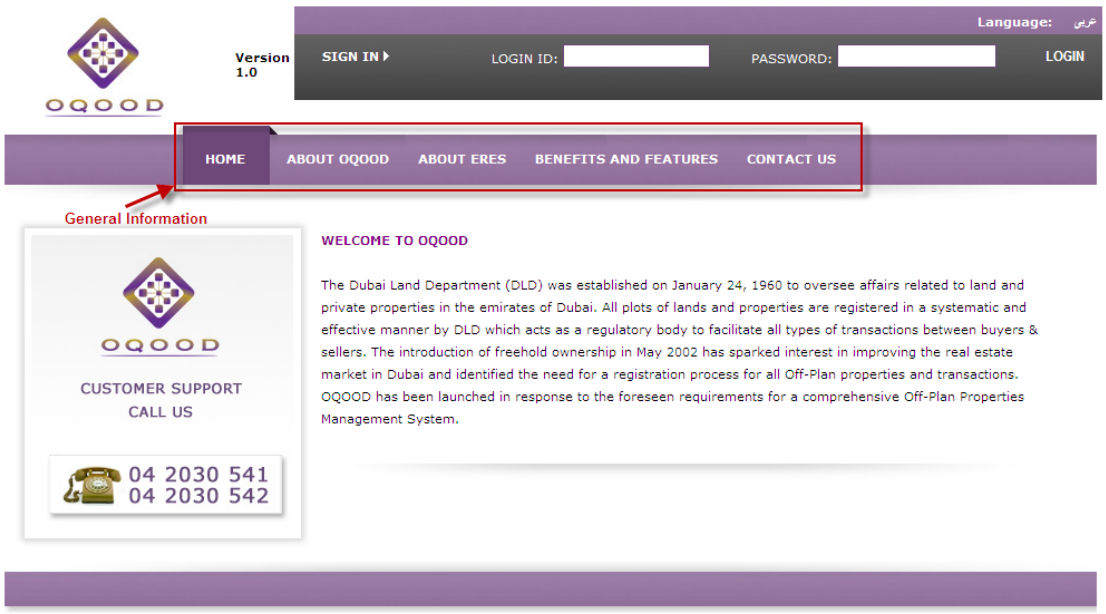
This user guide provides **Property Developers** with detailed instructions on how to use the Oqood system from A to Z. It guides you through all system modules including Participants, Properties, Procedures, NOC, Contracts, Vouchers and the system Administration module. Read this manual thoroughly before you start working on Oqood to get your work done faster and more efficiently.

Getting to Know OQOOD 2

Oqood is a simple and easy to use system. There are no complicated menus or screens. The overall design helps you to navigate to any functionality in few steps only. Following the instructions in this guide is all what it takes to perform your tasks successfully and with efficiently.

Home Page

Before you login to Oqood, take a moment and read more about the system through our general information pages:

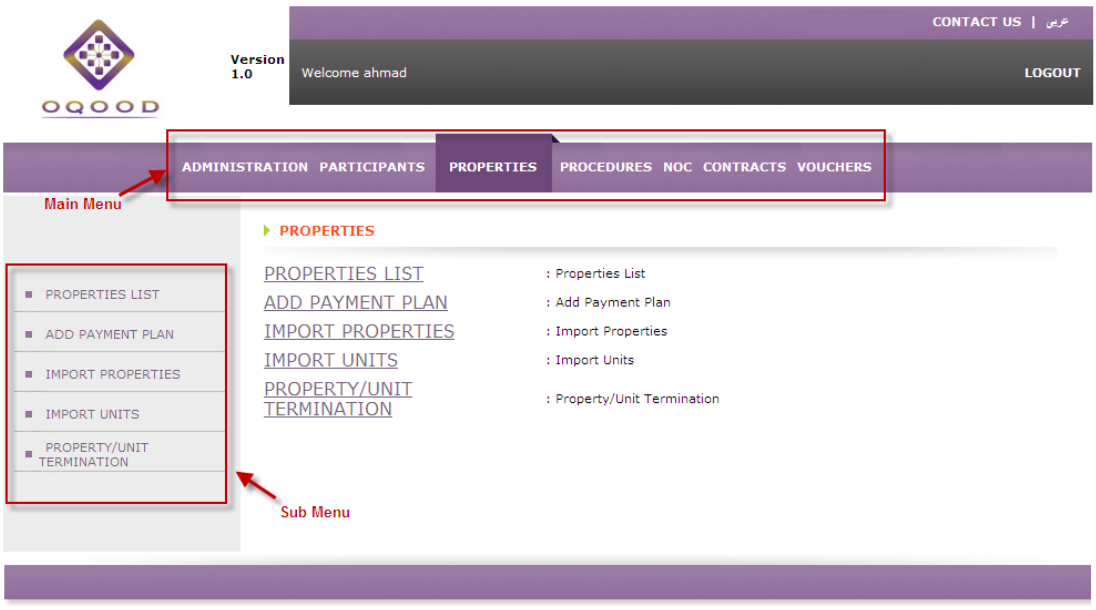

Language: عربي
Version 1.0
SIGN IN
LOGIN ID:
PASSWORD:
LOGIN
HOME
ABOUT OQOOD
ABOUT ERES
BENEFITS AND FEATURES
CONTACT US
General Information
WELCOME TO OQOOD
The Dubai Land Department (DLD) was established on January 24, 1960 to oversee affairs related to land and private properties in the emirates of Dubai. All plots of lands and properties are registered in a systematic and effective manner by DLD which acts as a regulatory body to facilitate all types of transactions between buyers & sellers. The introduction of freehold ownership in May 2002 has sparked interest in improving the real estate market in Dubai and identified the need for a registration process for all Off-Plan properties and transactions. OQOOD has been launched in response to the foreseen requirements for a comprehensive Off-Plan Properties Management System.
CUSTOMER SUPPORT
CALL US
04 2030 541
04 2030 542

Enter your user name and password to login to Oqood.

Note: Make sure that you obtain new user name and password for the new Oqood. Old accounts are not valid anymore. For any assistant, contact our customer support center on the numbers shown above.

Main Page

Once you login to Oqood, you will notice that the main pages of all the modules have the same structure. In the following, we will show you an example of these main pages and will briefly describe its components:

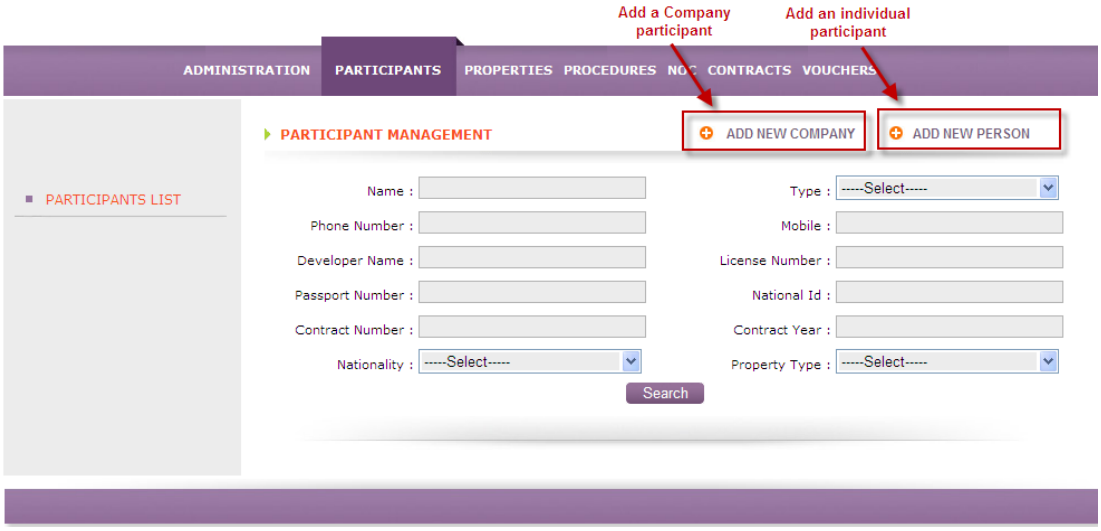


Component	Description
Main Menu	Select an item from the main menu to navigate to one of the system modules
Sub Menu	For every main menu item, a list of sub menu items appears to the left of the main page.
Contact Us	Use our contact information to ask for assistant from our customer support team
Application Language	Click on Arabic (عربي) link and switch to the Arabic interface of Oqood

Participants 3

The participants are the parties - whether they are individuals or companies - that participate in any procedure performed on the application. In this chapter, we will show you how to add a person or a company as a participant and how to list participants to view or edit their details.

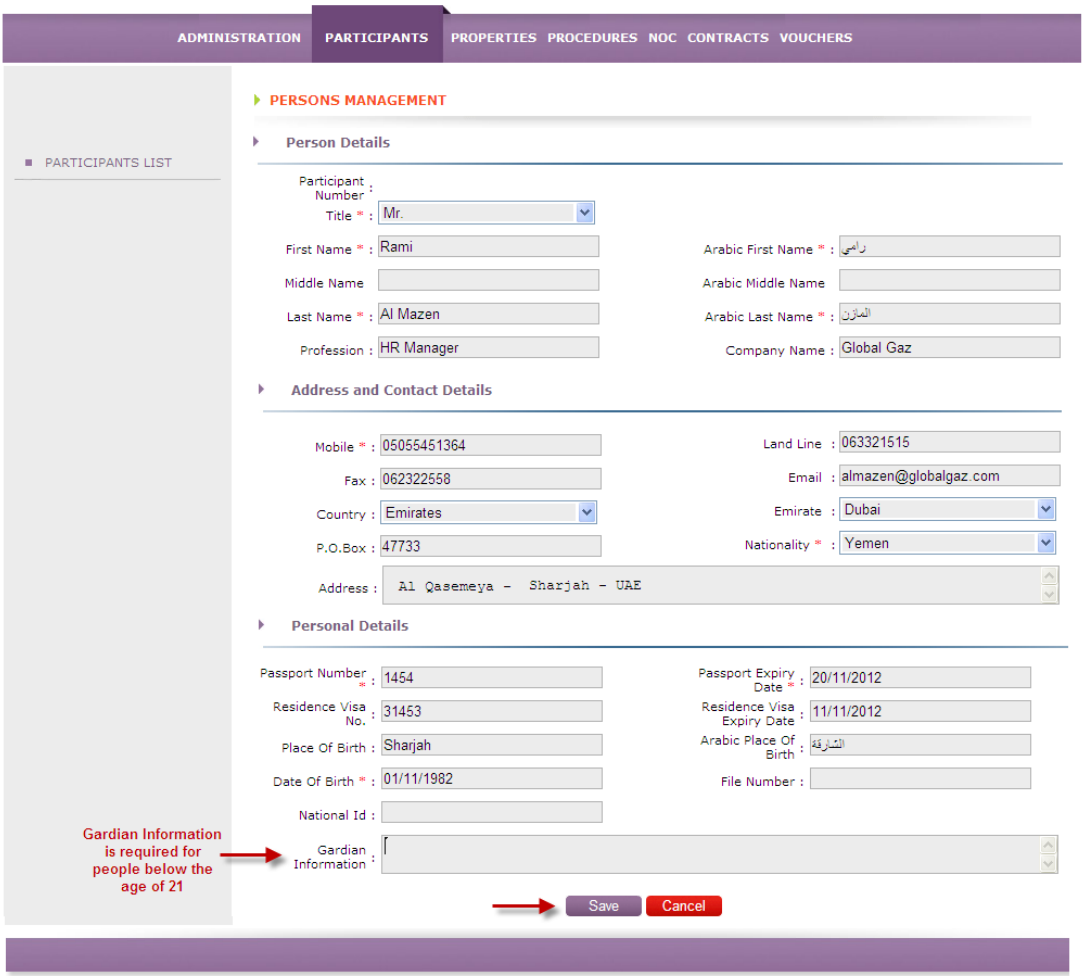
Click on one of the links (as shown below) and start adding your individual or company participant:



Add Person

To add a person as a participant, click on **Participants> Participants List** and click on the link **Add New Person** as show above:

1. In the **Persons Management** screen, enter the following details:
   a. **Person Details** including the title, first and last name in Arabic and English
   b. **Address and Contact Details** including the mobile, land line and fax numbers
   c. **Personal Details** including passport and residence details

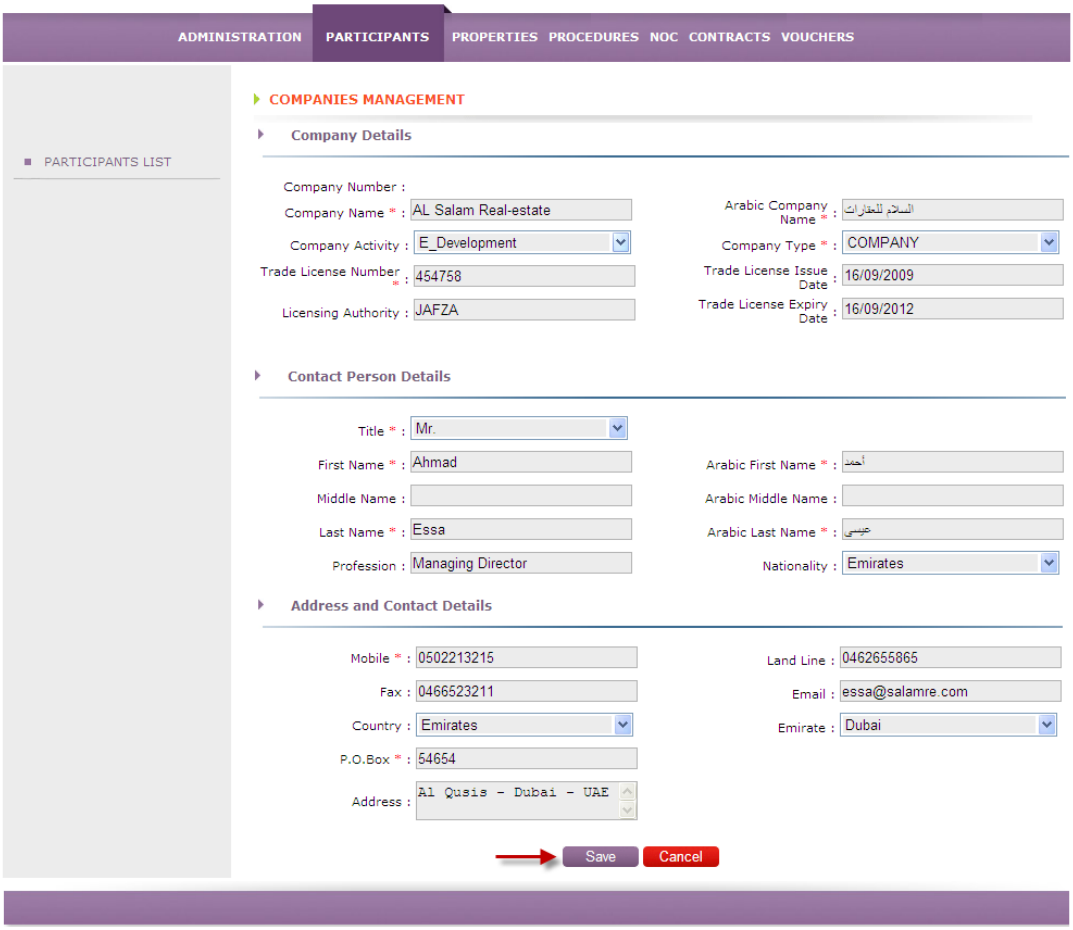


2. To save the participant details, click on **Save** and a confirmation message will appear upon saving successfully. Click on **Cancel** to return to the main Participant Management screen
3. To cancel the operation, click on **Cancel** before saving

Add Company

To add a company as a participant, click on **Participants>Participants List** and click on the link on the top of the page as show below:

1. In the **Companies Management** screen, enter the following details:
   a. **Company Details** as per the trade license
   b. **Contact Person Details,** the first point of contact in the company
   c. **Address and Contact Details** including phone numbers, fax, email and exact location

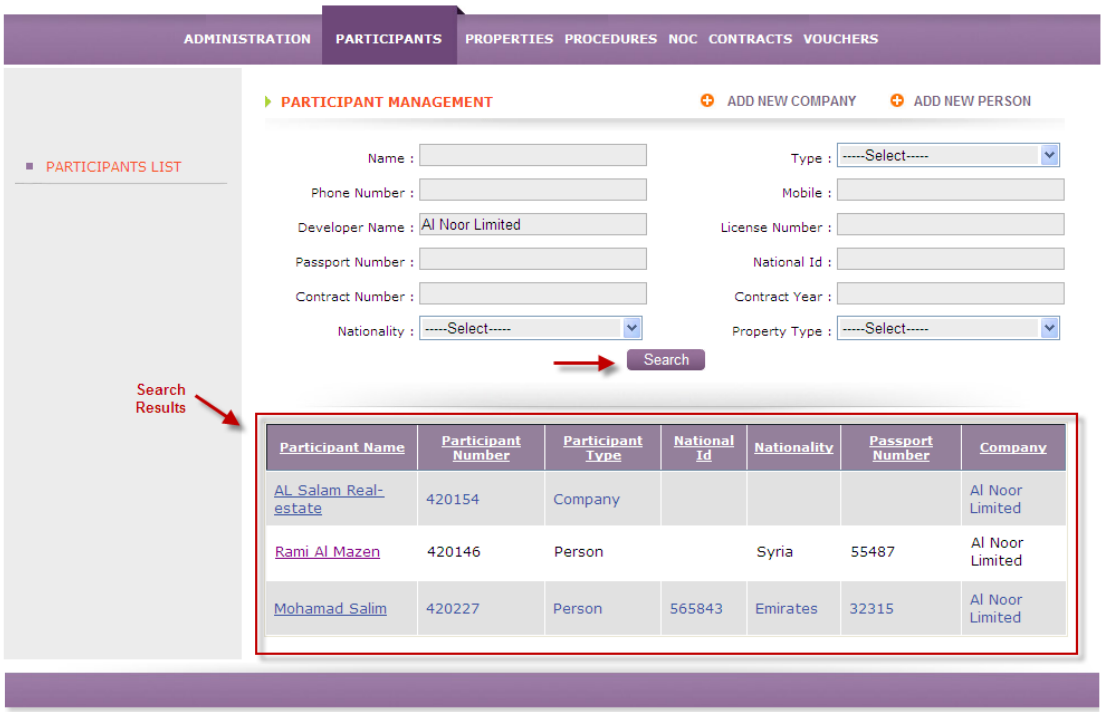


2. To save the participant details, click on **Save** and a confirmation message will appear upon saving successfully. Click on **Cancel** to return to the main Participant Management screen
3. To cancel the operation, click on **Cancel** before saving

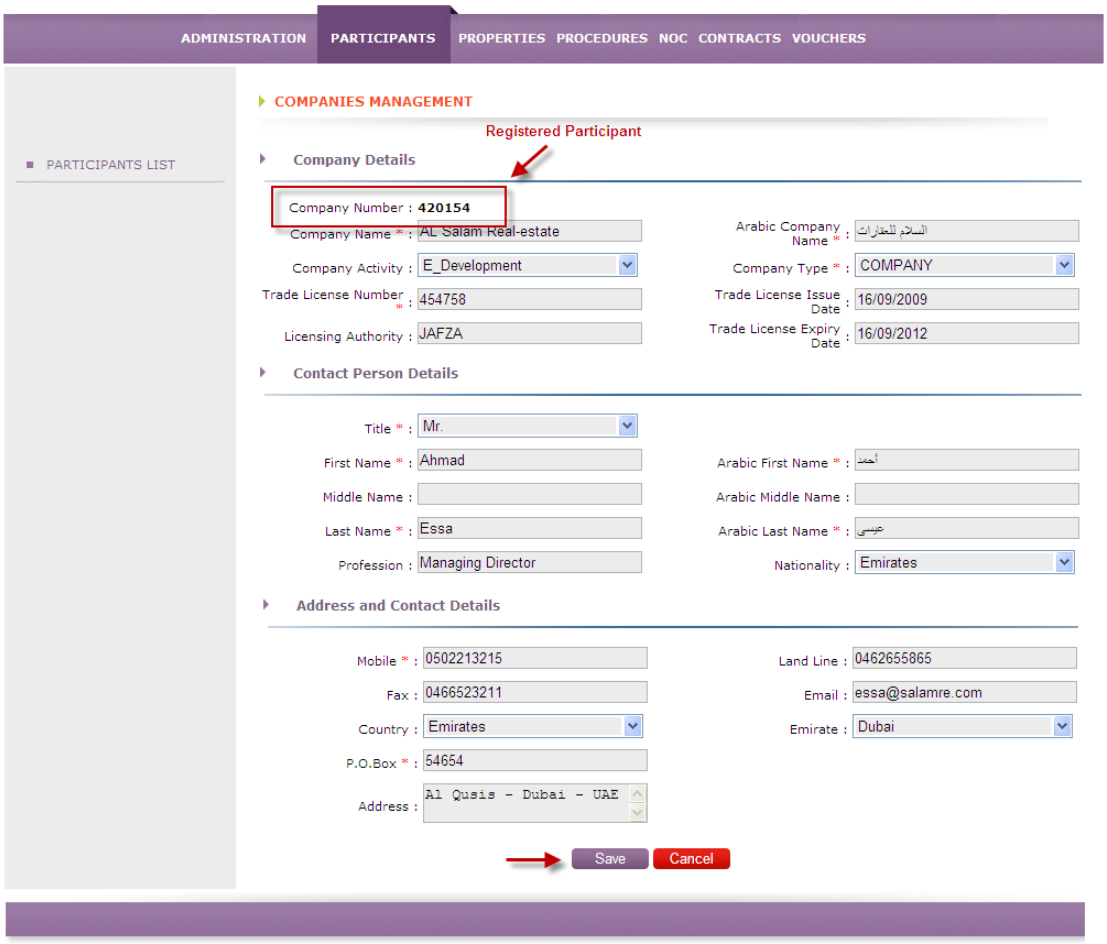
List/Edit Participants

To search for a participant, click on **Participants>Participants List** and enter one of more of the following search criteria:

1. Enter the participant **Name**
2. Enter the participant **Type: Person** or **Company**
3. Enter the participant **Phone Number**
4. Enter the participant **Mobile**
5. Enter the **Developer Name** that this participant is associated with (the developer who has added this participant to Oqood)
6. Enter the developer **License Number**
7. Enter the participant **Passport Number**
8. Enter the participant **National ID**
9. Enter the contract details (a contract in which the participant is involved):
   a. **Contract Number**
   b. **Contract Year**: select a date from the calendar
10. Select the participant **Nationality**
11. Select the **Property Type** (participants to be retrieved were parties in a procedure performed on this type of properties)
12. Click on **Search** and the search result will be displayed as show below:

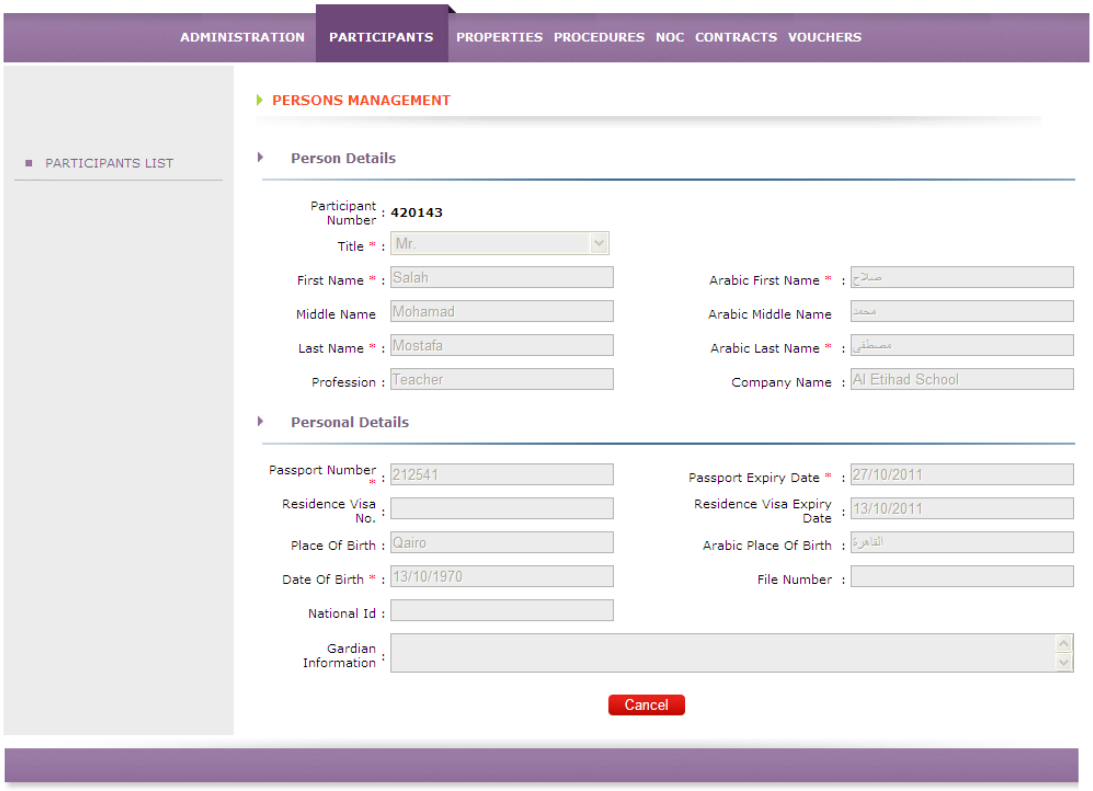


13. Click on the name of the participant and one of the following screens will appear:
    a. If the participant you are searching for is associated with your development company (in other words, the participant was added by a user belong to your company), then you will be able to edit all the participant information as show below:



    i. Make your changes and click on **Save.** A confirmation message will appear upon saving successfully. Click on **Cancel** to return to the main Participant Management screen
    ii. To cancel the editing operation, click on **Cancel** before saving the changes

b. If the participant you are searching for is associated with another development company (in other words, the participant was added by a user belongs to another company), then you will only be able to view the participant information as show below:



Note: Contact information will not be display to preserve confidentiality

Properties 4

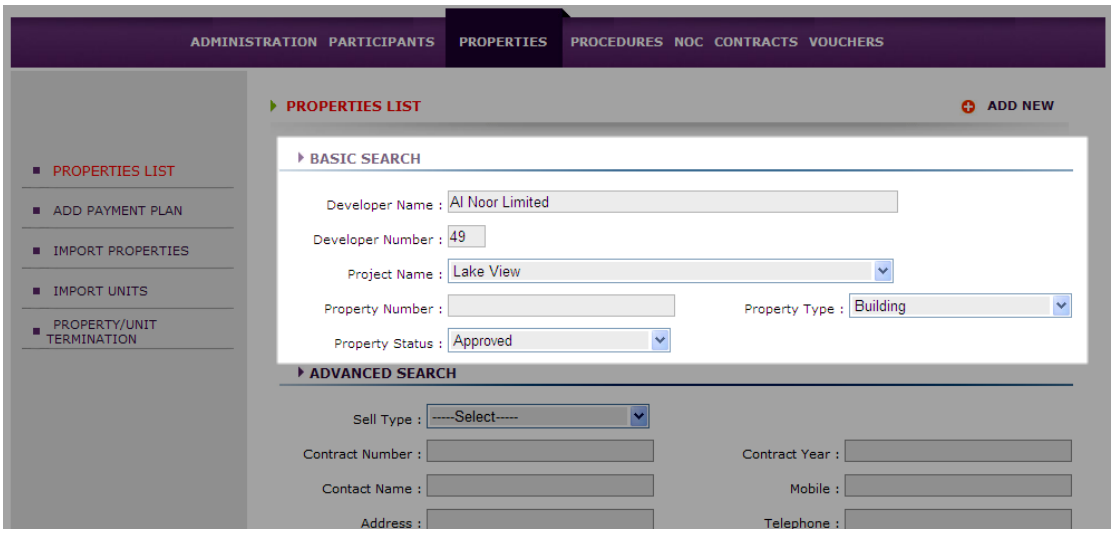
In this chapter we will guide you through the **Properties** module and show you how you can add new properties and manage the existing ones by editing their details, adding payment plans and submitting termination requests to release sold properties. It is worth mentioning here that adding a payment plan is a prerequisite for performing any procedure on any of the approved properties.

Properties List

To search for a property, click on **Properties>Properties List** and select one of the following search methods to retrieve your properties:

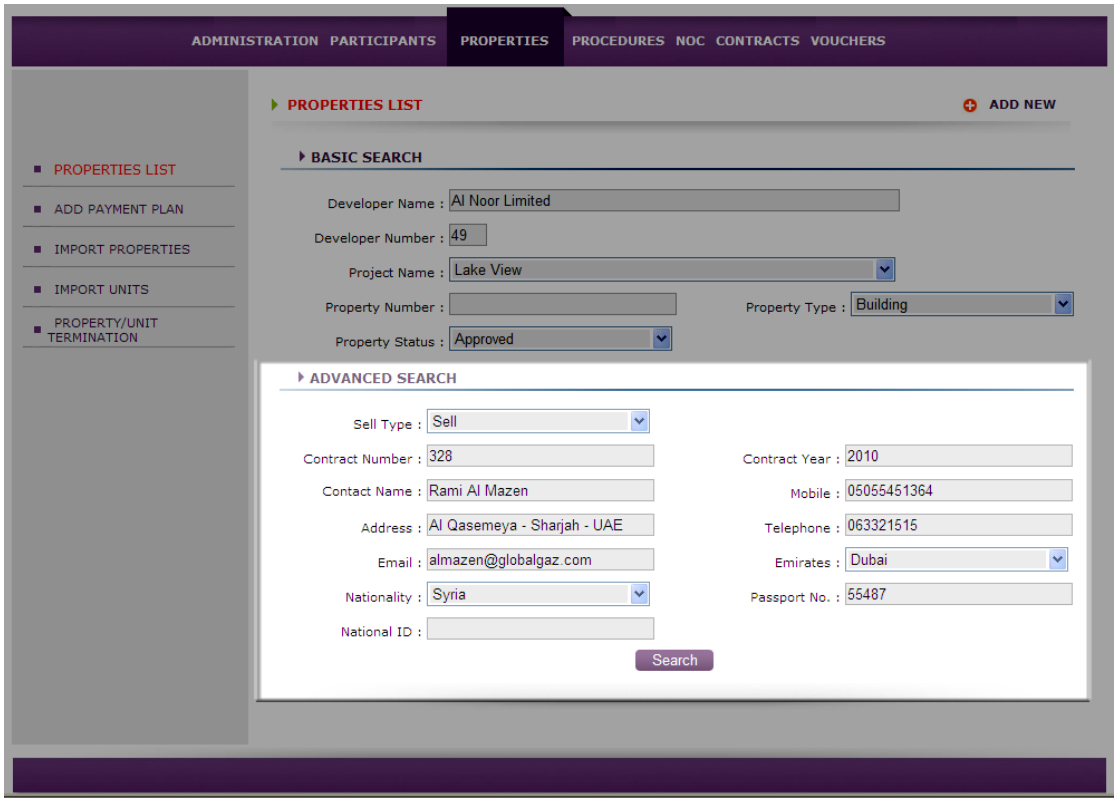
Basic Search

1. Select the **Project Name** to which the property belongs
2. Enter the **Property Number**
3. Enter the **Property Type**:
   a. Building
   b. Villa
4. Select the **Property Status**
   a. Approved
   b. Not approved

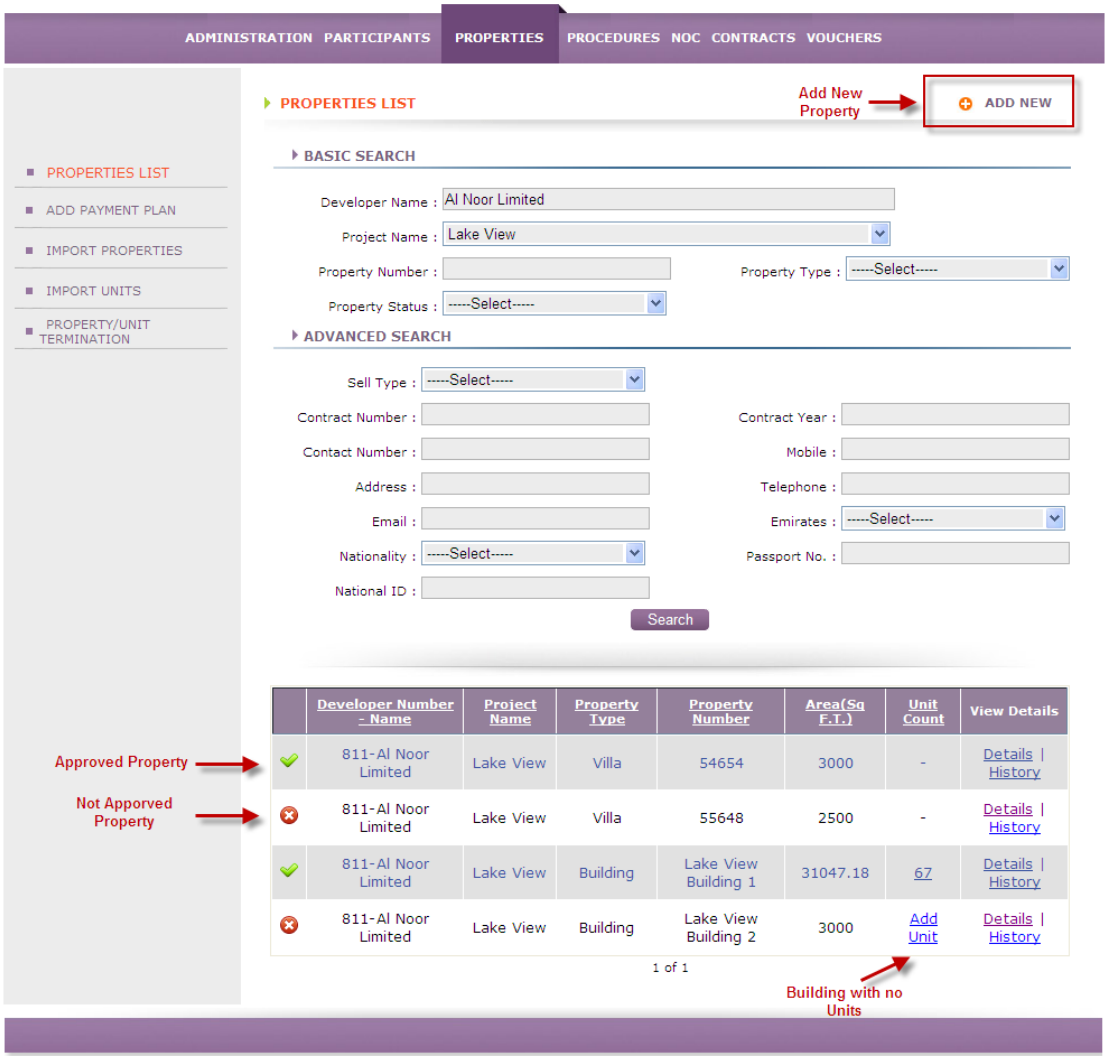


Advanced Search

5. Select the **Sell Type** of the procedure that was performed on the property (make sure that a project is selected before you select the sell type)
   a. Sell
   b. Lease to Own
6. Enter the details of any contract that was issued as part of any procedure performed on the property (make sure that you select the property type from the basic search criteria to retrieve a unique contract)
   a. Contract Number
   b. Contract Year
7. Enter the details of any participant who was a party in any of the procedures performed on the property:
   a. Contact Name
   b. Mobile
   c. Address
   d. Telephone
   e. Email
   f. Emirates
   g. Nationality
   h. Passport No.
   i. National ID

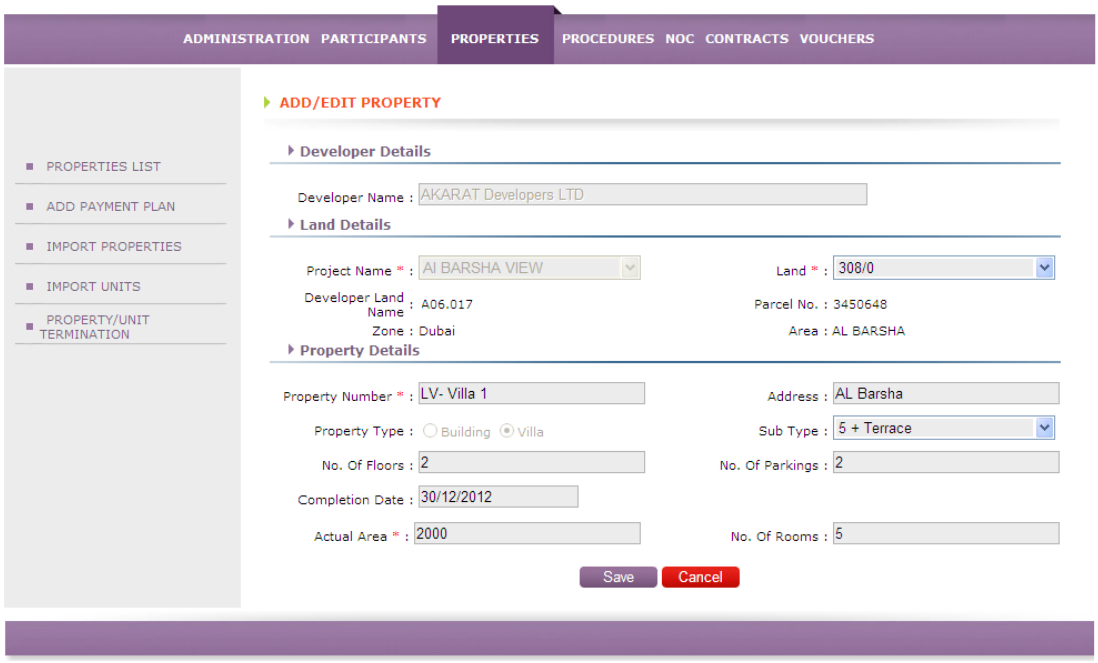


8. Click on **Search** and perform one of the following actions:

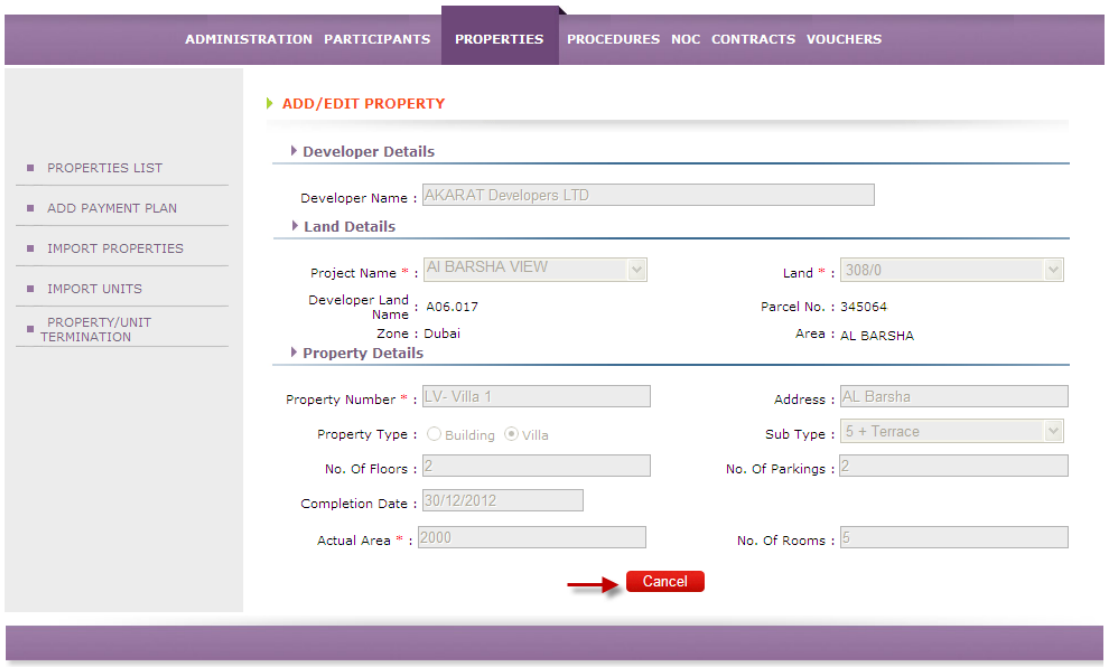


a. **View/Edit Details**: To view the details of the property, click on **Details** under **View Details** column and the **Add/Edit Property** screen will appear:

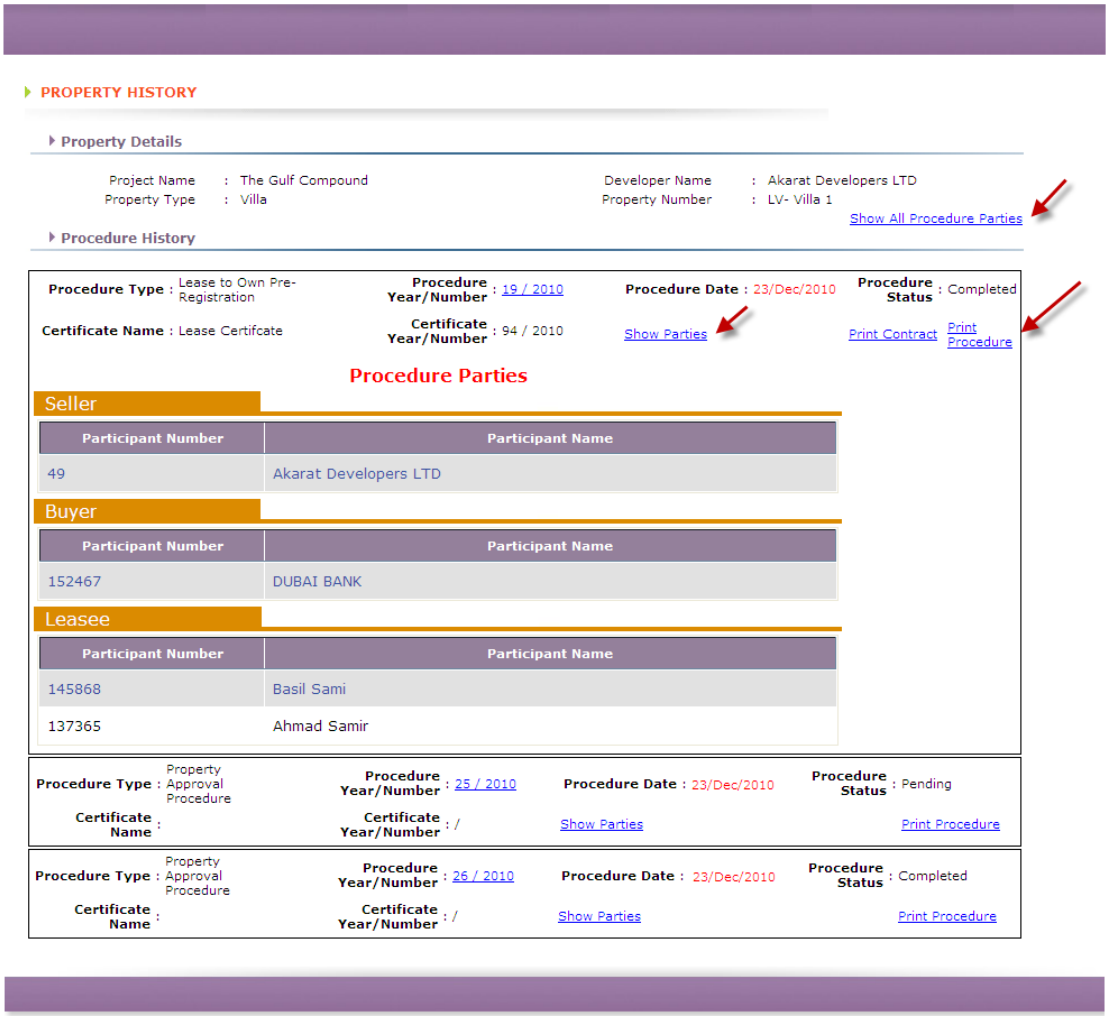
   i. If the property is not approved, you will be able to edit its details. Edit the property details –if needed- and click on **Save** to save the changes.



ii. If the property is approved, you will only be able to view its details in a read-only mode screen. If you need to edit approved property details, then visit DLD and request a **Property Modification**.



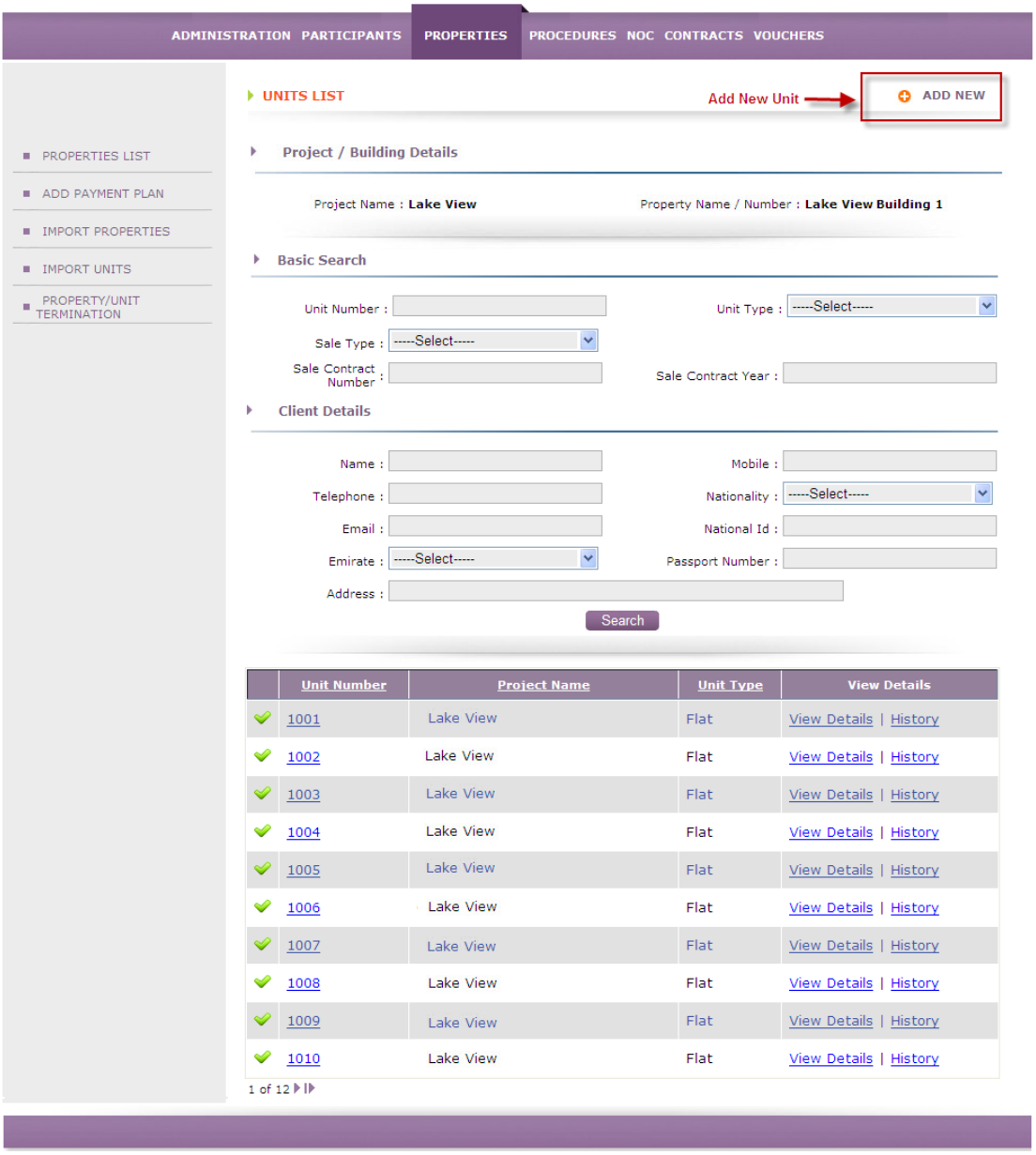
b. **View History:** To view the history of the property, click on **History** under **View Details** column and a new window will appear with a list of all the procedures that have been done on the property.



i. To show the parties of all the listed procedures, click on **Show all Procedure Parties** link
ii. To show the parties of a specific procedure, click on **Show Parties** link next to the procedure
iii. To show the details of a procedure, click on the procedure year/number and a new window will open with all the procedure details
iv. To print the contract (for procedures end with a contract), click on **Print Contract**
v. To print the procedure details, click on **Print Procedure**

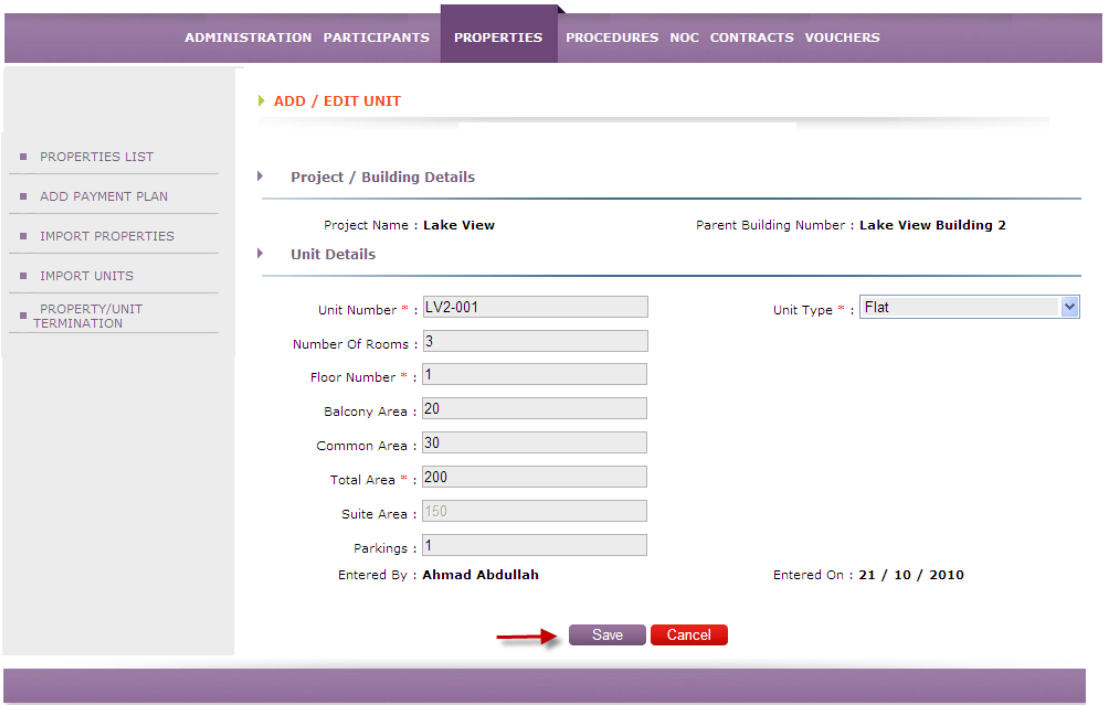
c. **Add Units:** If the building has no units, then click on **Add Unit** under **Unit Count** column and **Add/Edit Unit** screen will appear. Refer to **Add Property** section for more details on how to add a new unit.

d. **Show Units:** If the building contains units, then click on the unit count and the **Units Lists** screen will open:

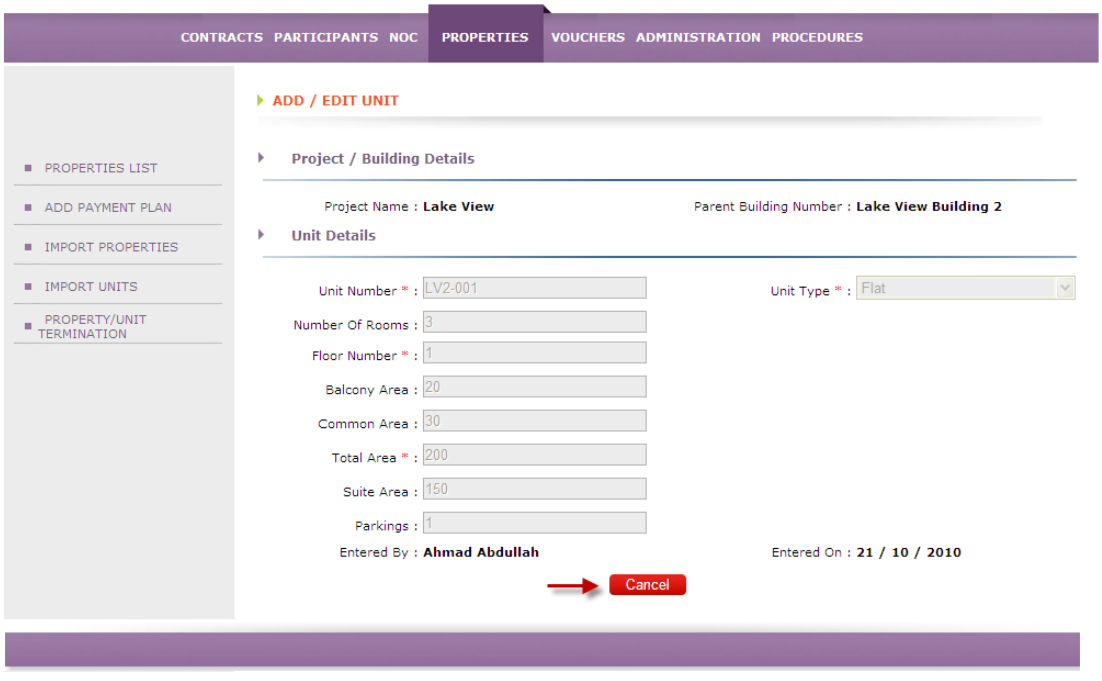


i. **View/Edit Details**: To view the details of a unit, click on **Details** (for that particular unit) under **View Details** column and the **Add/Edit Unit** screen will appear:

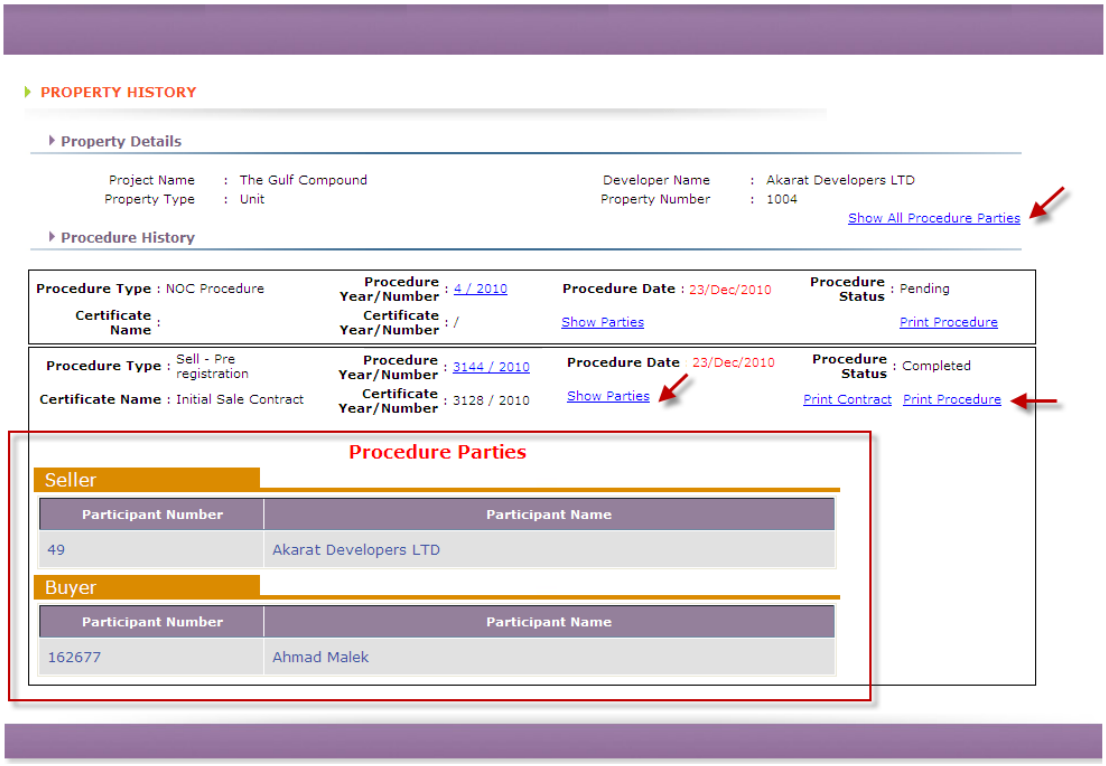
- If the unit is not approved, you will be able to edit its details. Edit the unit details –if needed- and click on **Save** to save the changes. To cancel the operation, click on **Cancel**.



i. If the unit is approved, you will only be able to view its details in a read-only screen. If you need to edit approved property details, then visit DLD and request a **Property Modification**.



ii. **View History:** To view the history of the unit, click on **History** under **View Details** column and a new window will appear with all the procedures that have been done on the unit.



Add Property (Villa)

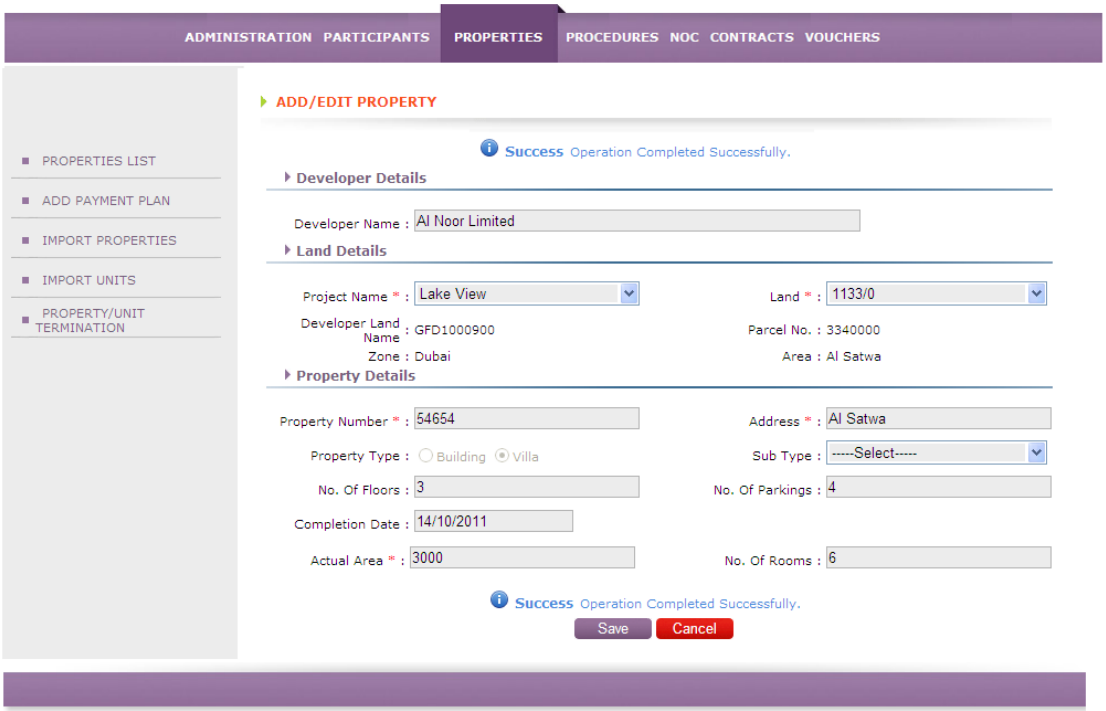
To add a property, click on **Properties>Properties List** and then click on the **Add New** link on top of the **Properties List** screen (as shown above in Property List Section). In **Add/Edit Property** screen, enter the following details:

Land Details

1. Select the **Project Name**
2. Select the **Land number** and all other land details will automatically appear

Property Details

3. Enter the **Property Number**
4. Enter the villa **Address**
5. Select the **Sub Type** of the villa
6. Enter the **Number of Floors**
7. Enter the **Number of Parking** lots
8. Select the **Completion Date**
9. Enter the **Actual Area** (in Sq Ft) of the villa
10. Enter the **Number of** the villa's **Rooms**
11. Click on **Save** to save the details and the following conformation message will be displayed:



12. Click on **Cancel** to go back to the main screen

Note: Buildings can be added through DLD only

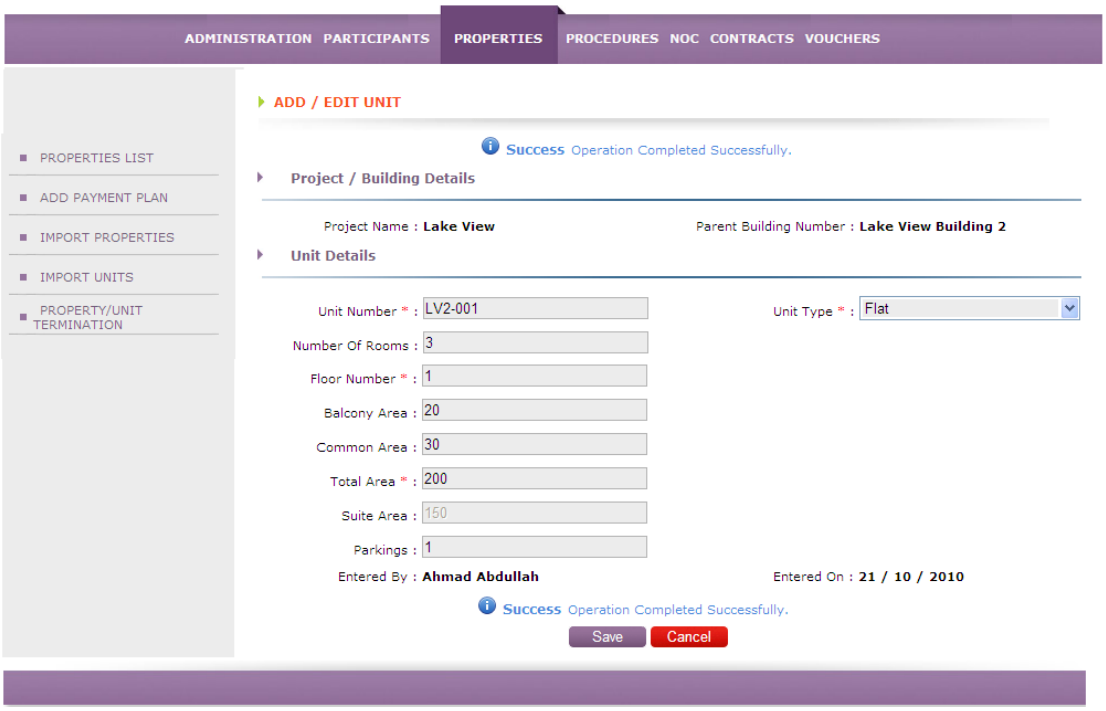
Add Unit

To add a unit to one of your existing buildings, then click on **Properties> Properties List** and search for a specific building as illustrated above in **Properties List** section.

- If your building doesn't contain any units, then click on **Add Unit** under **Unit Count** column in the search results screen
- If your building already contains units, then click on the number of units under **Units Count** column and click on the **Add New** link on top of the **Units List** screen

Once you reach to **Add/Edit Unit** screen, follow the next steps to add a unit to the selected building:

1. Enter the **Unit Number**
2. Select the **Unit Type**
3. Enter the **Number of Rooms**
4. Enter the **Floor Number**
5. Enter the **Balcony Area**
6. Enter the **Common Area**
7. Enter the **Total Area** of the unit
8. The **Suit Area** will be calculated automatically once the Balcony, Common and Total Area fields are filled
9. Enter the number of the **Parking** lots allocated for this unit
10. Click on **Save** to save the unit details and the following confirmation will be displayed:



11. Click on **Cancel** to return back to the main screen

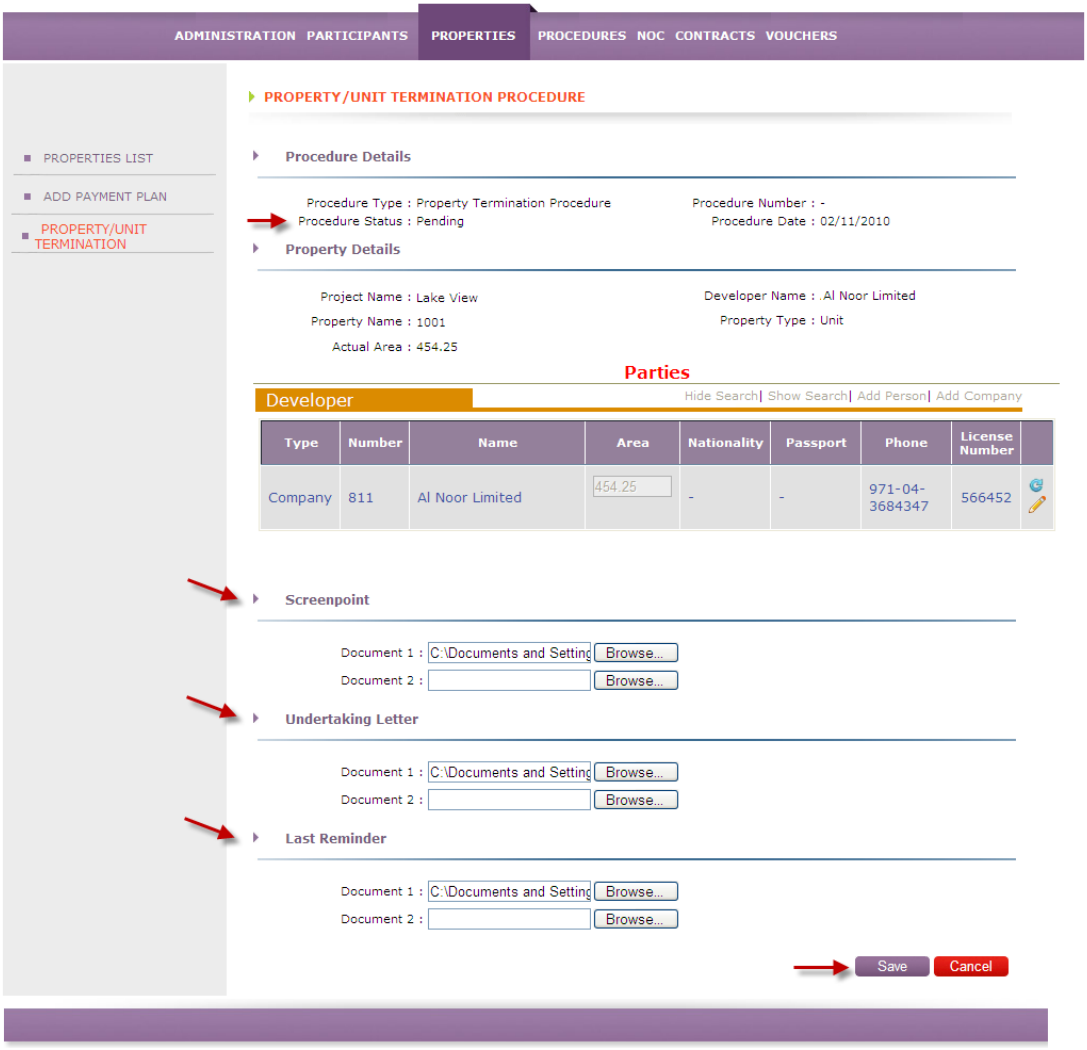
Property Termination

To terminate a property, click on **Properties>Property/Unit Termination** and search for a property as illustrated in **Properties List** section**:**

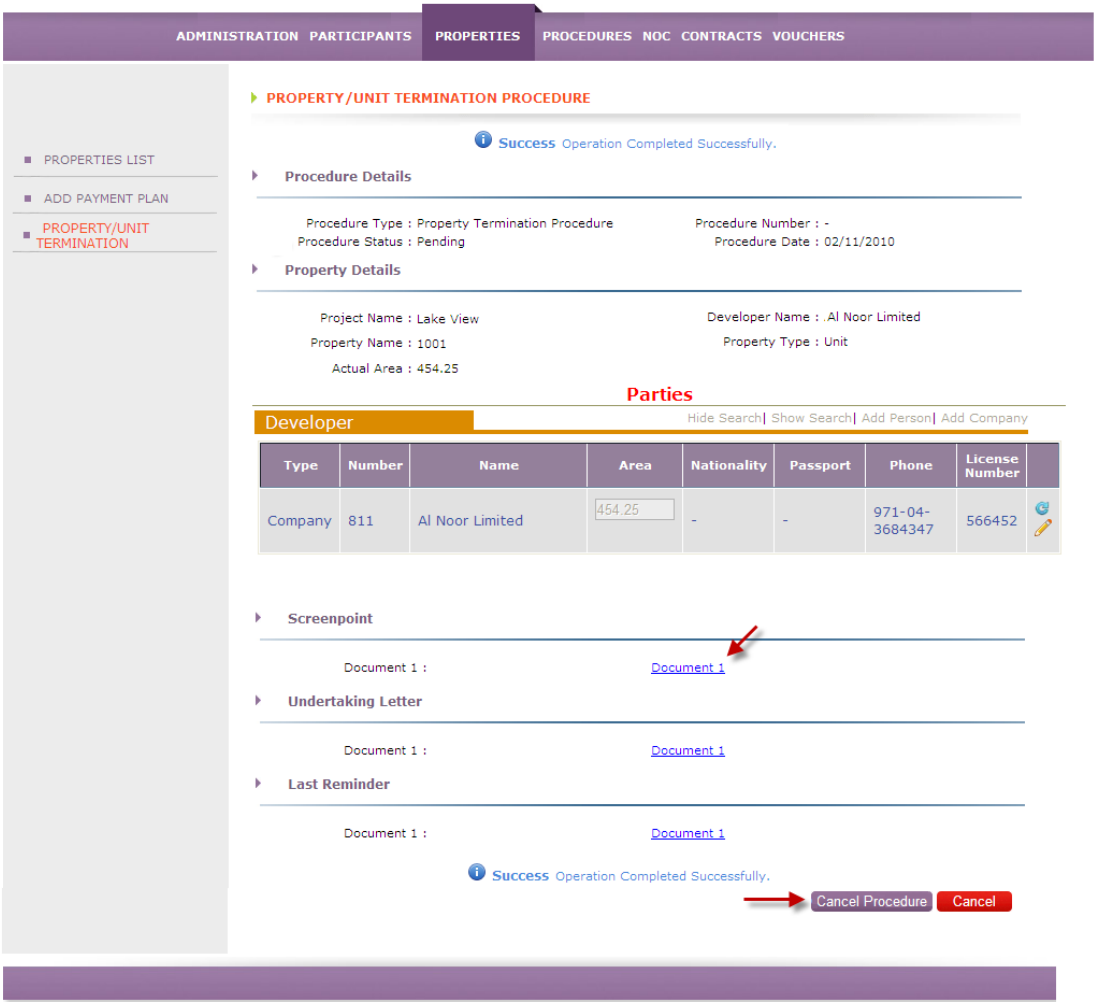
Note: Make sure that at least one procedure has been performed on the property to be terminated. Properties with no procedures are not allowed to be terminated.

Once the property/unit termination procedure screen appears, follow the next steps to terminate the selected unit or villa:

1. Upload the required documents for the termination procedure as shown below (you need to upload at least one document in every section):
   a. Click on **Browse** and select the **Screenpoint** document from your local drive
   b. Click on **Browse** and select the **Undertaking Letter** from your local drive
   c. Click on **Browse** and select the **Last Reminder** document from your local drive



2. Click on **Save** to save the attached documents and the following screen with a confirmation message will appear:



3. To review the attached document(s), click on the document link
4. Once your reached to the above screen, you will have two options:
   a. To go on with your request, click on **Cancel** and the application will take you back to the main termination screen
   b. To cancel the termination request before it is submitted to DLD, click on **Cancel Procedure**

Note: All termination requests will be in pending status waiting for DLD approval.

Note: Cancelled termination requests will appear in the property history and **Procedures Lists** screen as a **Property Termination Procedure** and its status will be **Cancelled.**

Add Payment Plan

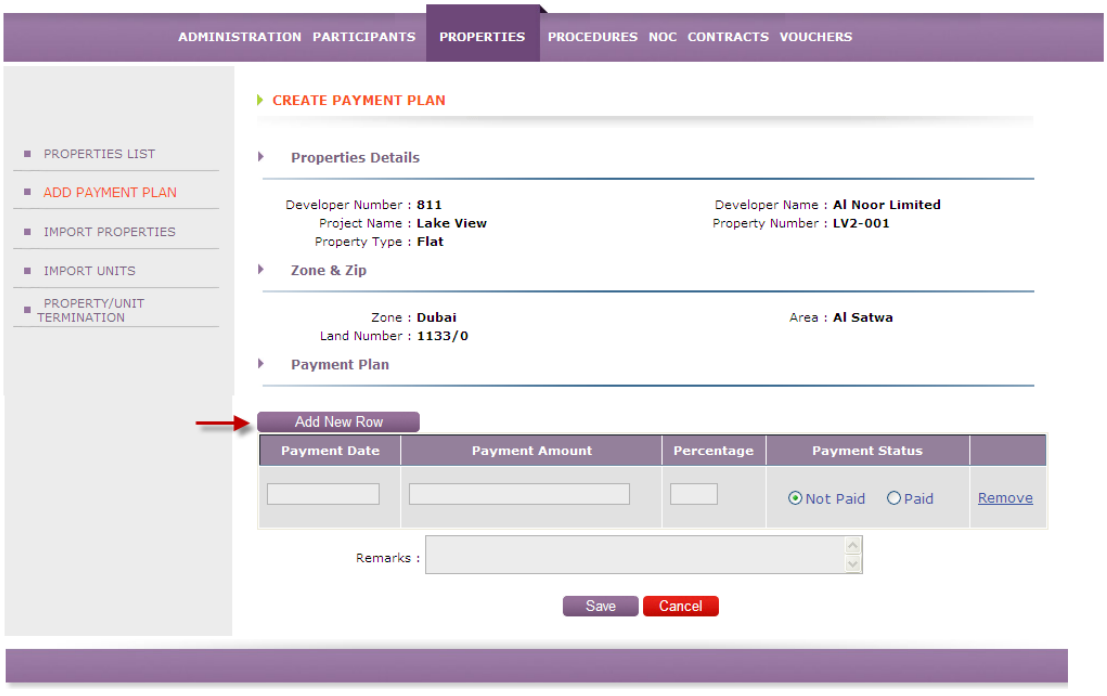
To add a payment plan for a property (villa or unit), click on **Properties>Add Payment Plan** and search for your property as illustrated in **Properties List** section**.**

- If you are adding a payment plan for a villa, then click on **Create Payment Plan** under **Actions** column in the search results.
- If you are adding a payment plan for a unit, then click on the number of units under **Units Count** column and the **Units List** screen will appear with a list of units that belongs to the selected building. If you like to fitter the search results further, use the search criteria in **Units List** screen. For a specific unit, click on **Create Payment Plan** under **Actions** column.

Note: Payment plans can be added for units and villas only.

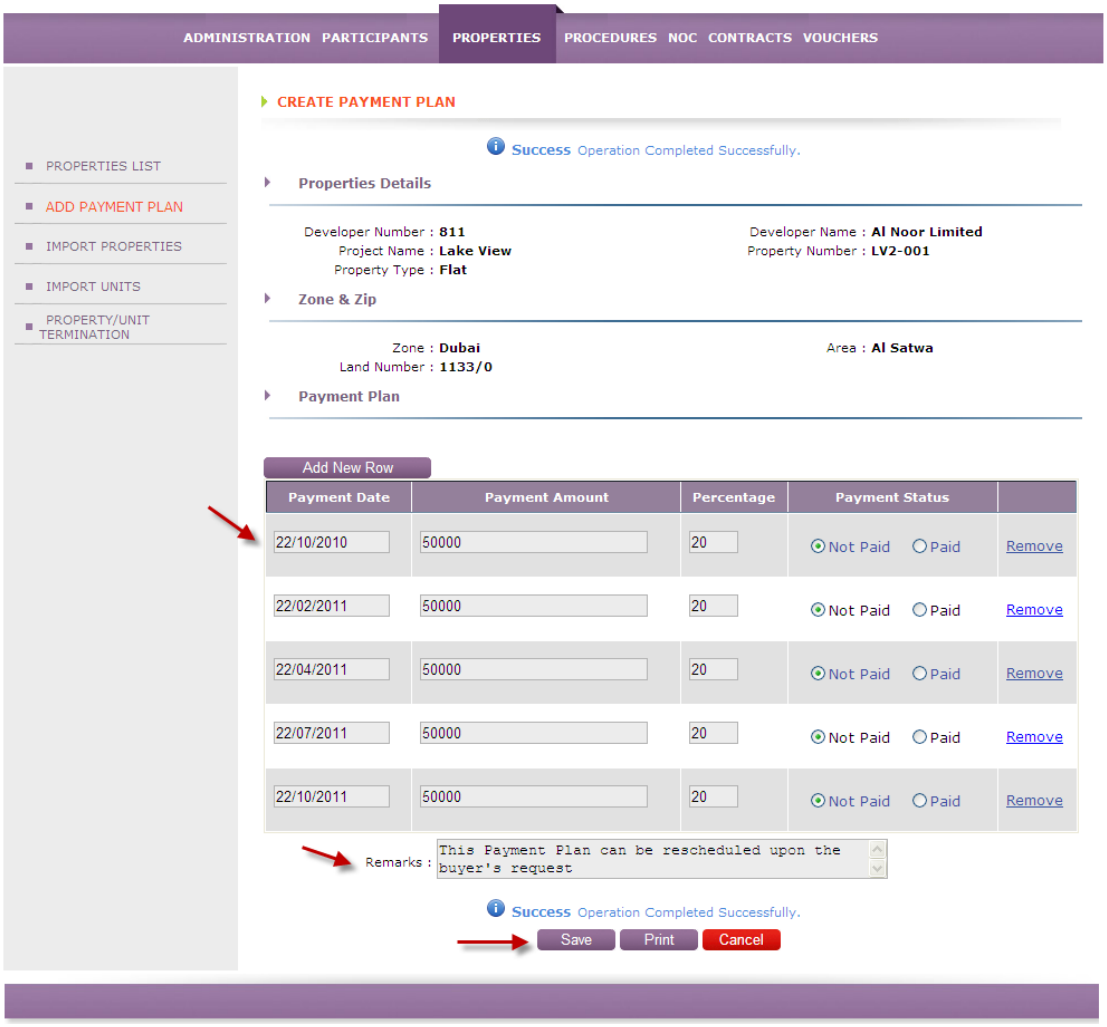
Once you reach to **Create Payment Plan** screen, follow the next steps to add a payment plan for the selected villa or unit:

1. Click on **Add New Row** button to add the first installment details



2. Select the **Payment Date**
3. Enter the **Payment Amount**
4. Enter the payment **Percentage** of the total payment amount
5. Specify whether the amount is paid or unpaid
6. To add more installments, repeat the steps 1-5 as many times as needed
7. To delete a row, click on **Remove** link next to a specific row

8. Enter your **Remarks** on the payment plan
9. Click on **Save** to save the payment details and as conformation message will appear as the following:


ADMINISTRATION PARTICIPANTS PROPERTIES PROCEDURES NOC CONTRACTS VOUCHERS
PROPERTIES LIST
ADD PAYMENT PLAN
IMPORT PROPERTIES
IMPORT UNITS
PROPERTY/UNIT TERMINATION
CREATE PAYMENT PLAN
Success Operation Completed Successfully.
Properties Details
Developer Number : 811
Project Name : Lake View
Property Type : Flat
Developer Name : Al Noor Limited
Property Number : LV2-001
Zone & Zip
Zone : Dubai
Land Number : 1133/0
Area : Al Satwa
Payment Plan
Add New Row
Payment Date
Payment Amount
Percentage
Payment Status
22/10/2010 50000 20 Not Paid Paid Remove
22/02/2011 50000 20 Not Paid Paid Remove
22/04/2011 50000 20 Not Paid Paid Remove
22/07/2011 50000 20 Not Paid Paid Remove
22/10/2011 50000 20 Not Paid Paid Remove
Remarks : This Payment Plan can be rescheduled upon the buyer's request
Success Operation Completed Successfully.
Save Print Cancel

10. Click on **Print** to print the payment plan. The payment plan report will be displayed in a new window:

a. To export the payment plan to an external file, then select a format from the list and click on **Export**. The file download dialog box will appear:
   i. Click on **Open** to open the file
   ii. Click on **Save** to save the report on your local drive
   iii. Click on **Cancel** to close the dialog
b. To print the payment plan without saving in on your local drive, click on the printer icon as shown above and select your printing preferences
c. If the report consists of more than one page, then use the arrows on top on the report screen to navigate to other pages
d. Click on **Close** to close the payment plan report window

Procedures 5

The **Procedures** module is the main component of this application. All other modules serve this module to achieve its main function which is to perform various types of procedures on off-plan properties. This chapter provides you with detailed instructions on how to perform the following **Procedures: Sell, Lease to Own, NOC and Sell with Mortgage.** All procedures require DLD approval first so that the contracts and certificates issued from the system are considered officially valid.

Before you start

It is important to always remember that procedures can be performed on properties that satisfy the following conditions

- Properties must be approved by DLD first
- Procedures can be performed on villas and units only
- All properties must have a payment plan

In addition to that, you need to always be sure that you have enough balance in your prepaid account before carrying out any procedure. You can always top-up your account through DLD.

Procedures List

To search for a procedure you have already performed earlier, and view its details, click on **Procedures> Procedures List** and enter any of the following search criteria to filter the results:

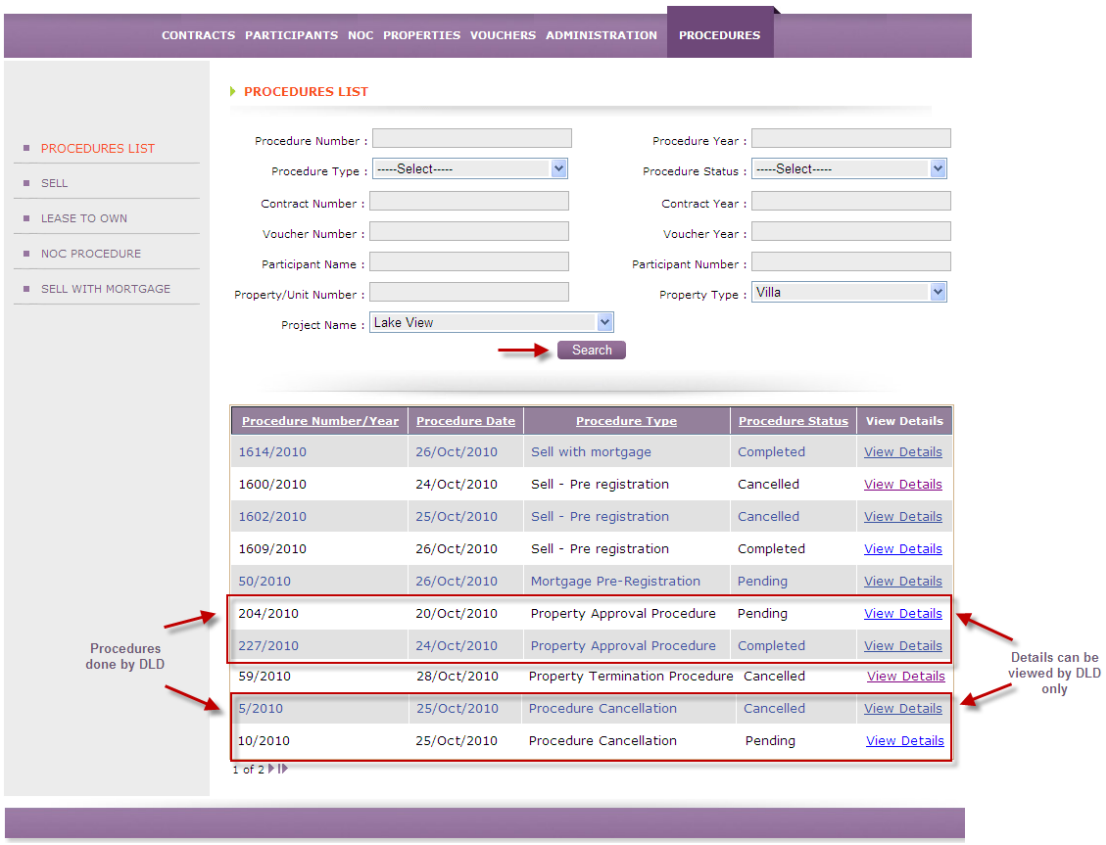
1. **Procedure Number** and **Procedure Year**: usually appear linked together in this format: procedure number/procedure year
2. **Procedure Type:** Some of the procedure listed here will be performed by DLD only while others can be performed by the developers and DLD at the same:

Note: You will be able to view the details of the procedures performed by you and not those performed by DLD. Only a summary of the DLD procedures will be displayed.

a. **NOC Procedure**
b. **Sell - Pre registration**: search will retrieve all Sell procedures including those performed as part of Sell with Mortgage procedures
c. **Mortgage Pre-Registration**: Search will retrieve all Mortgage procedures including those performed as part of Sell with Mortgage procedures
d. **Lease to Own Pre-Registration**
e. **Property Termination Procedure**
f. **Grant Pre-Registration** (Done by DLD)
g. **Mortgage Release Pre-Registration** (Done by DLD)
h. **Lease to Own Release Pre-Registration** (Done by DLD)
i. **Property Approval Procedure** (Done by DLD)
j. **Property Modification** (Done by DLD)
k. **Procedure Cancellation** (Done by DLD)
l. **Procedure Modification** (Done by DLD)

3. **Procedure Status:**
   a. **Pending**: Procedures that have been submitted and not yet approved by DLD
   b. **Audited**: Procedures that have been audited and saved by DLD but not yet approved
   c. **Completed**: Procedures that have been approved by DLD
   d. **Cancelled**: Procedure that have been cancelled by the developer or DLD
4. Contract Details: The contract that was issued as part of the procedure
   a. **Contract Number**
   b. **Contract Year**
5. Voucher Details: Any voucher that was issued for one of the procedure parties
   a. **Voucher Number**
   b. **Voucher Year**
6. Participant Details: Any of the participants who were involved in the procedure
   a. **Participant Name**
   b. **Participant Number**
7. Property Details: The property on which the procedure was performed
   a. **Property/Unit Number**
   b. **Property Type:** Villa or Unit
8. **Project Name:** The project to which the property belongs

Click on **Search** to retrieve the procedures matching your search criteria:


CONTRACTS PARTICIPANTS NOC PROPERTIES VOUCHERS ADMINISTRATION PROCEDURES
PROCEDURES LIST
PROCEDURES LIST
SELL
LEASE TO OWN
NOC PROCEDURE
SELL WITH MORTGAGE
Procedure Number :
Procedure Year :
Procedure Type : -----Select-----
Procedure Status : -----Select-----
Contract Number :
Contract Year :
Voucher Number :
Voucher Year :
Participant Name :
Participant Number :
Property/Unit Number :
Property Type : Villa
Project Name : Lake View
Search
Procedure Number/Year
Procedure Date
Procedure Type
Procedure Status
View Details
1614/2010 26/Oct/2010 Sell with mortgage Completed View Details
1600/2010 24/Oct/2010 Sell - Pre registration Cancelled View Details
1602/2010 25/Oct/2010 Sell - Pre registration Cancelled View Details
1609/2010 26/Oct/2010 Sell - Pre registration Completed View Details
50/2010 26/Oct/2010 Mortgage Pre-Registration Pending View Details
204/2010 20/Oct/2010 Property Approval Procedure Pending View Details
227/2010 24/Oct/2010 Property Approval Procedure Completed View Details
59/2010 28/Oct/2010 Property Termination Procedure Cancelled View Details
5/2010 25/Oct/2010 Procedure Cancellation Cancelled View Details
10/2010 25/Oct/2010 Procedure Cancellation Pending View Details
1 of 2
Procedures done by DLD
Details can be viewed by DLD only

To retrieve all the procedures, click on S**earch** without specifying any of the search criteria.

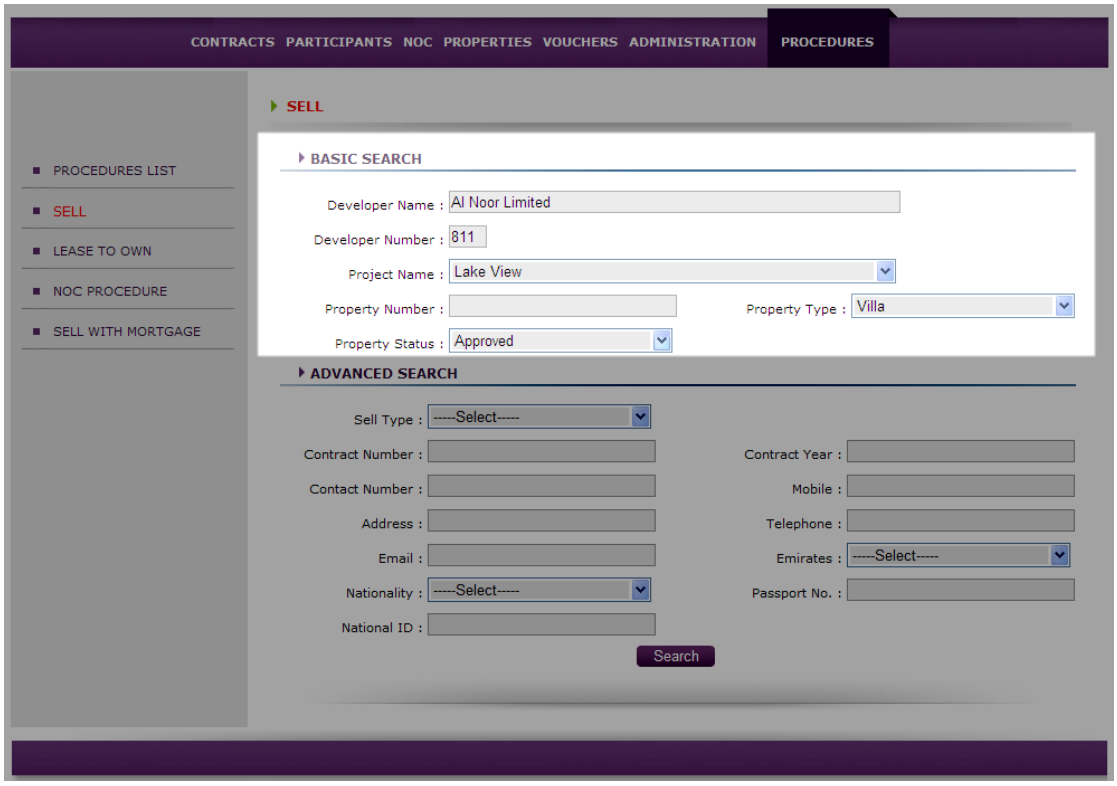
Search for Property

The first step before performing any procedure is to search for a property. Click on **Procedures** and then click on the procedure link you want to perform from the sub menu.

Choose whether you prefer to search for your property using the basic or the advanced search and follow the next steps based on your choice:

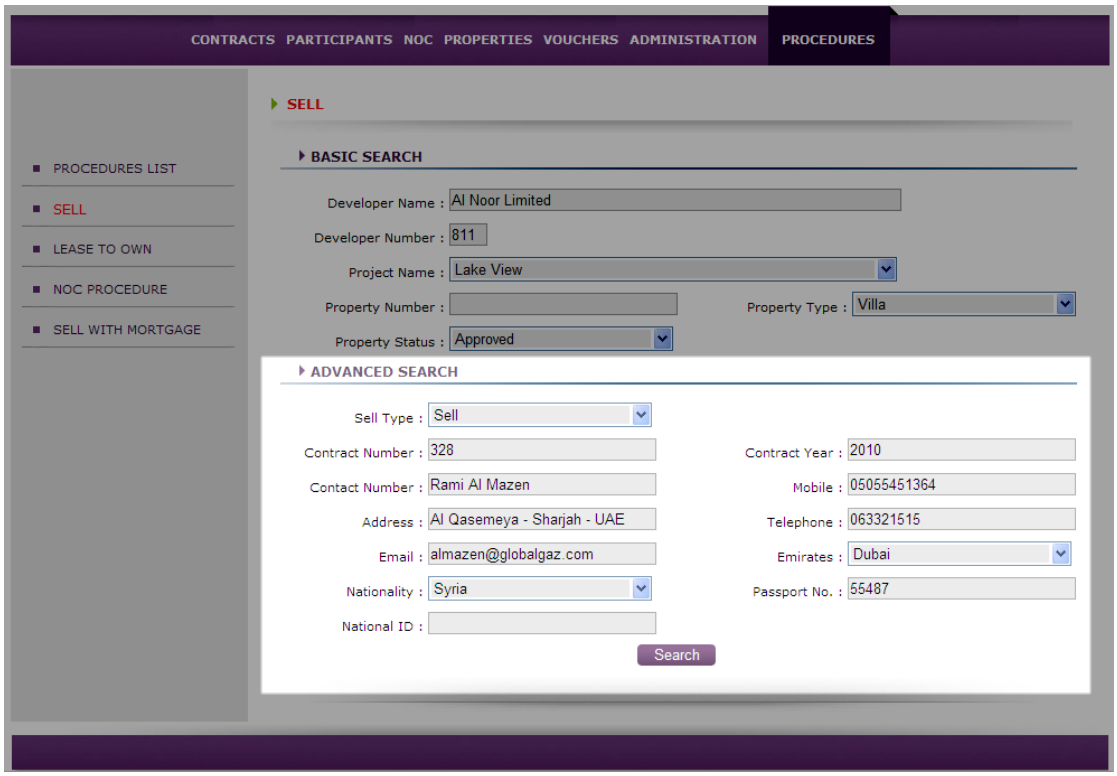
Basic Search

1. Select the **Project Name** to which the property belongs
2. Enter the **Property Number**
3. Select the **Property Type**:
   a. Building
   b. Villa
4. Select the **Property Status**
   a. Approved
   b. Not approved

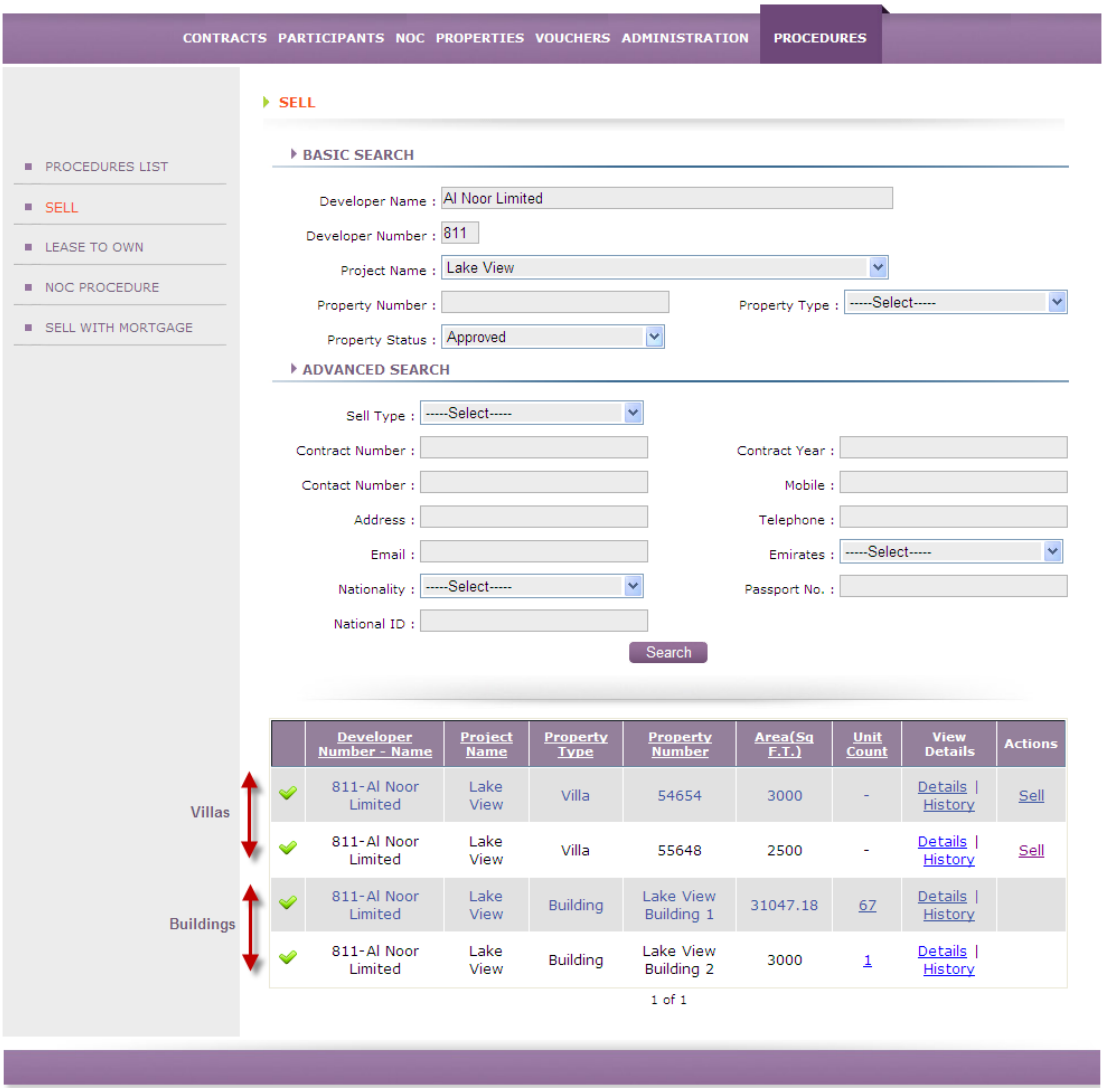


Advanced Search

9. Select the **Sell Type** of the procedure that was performed on the property (make sure that a project is selected before you select the sell type)
   a. Sell
   b. Lease to Own
10. Enter the details of any contract that was issued as an output of any procedure performed on the property (make sure that you select the property type from the basic search criteria to retrieve a unique contract)
   a. Contract Number
   b. Contract Year
11. Enter the details of any participant who was a party in any of the procedures performed on the property:
   a. Contact Name
   b. Mobile
   c. Address
   d. Telephone
   e. Email
   f. Emirates
   g. Nationality
   h. Passport No.
   i. National ID



12. Click on **Search** and perform one of the following options:

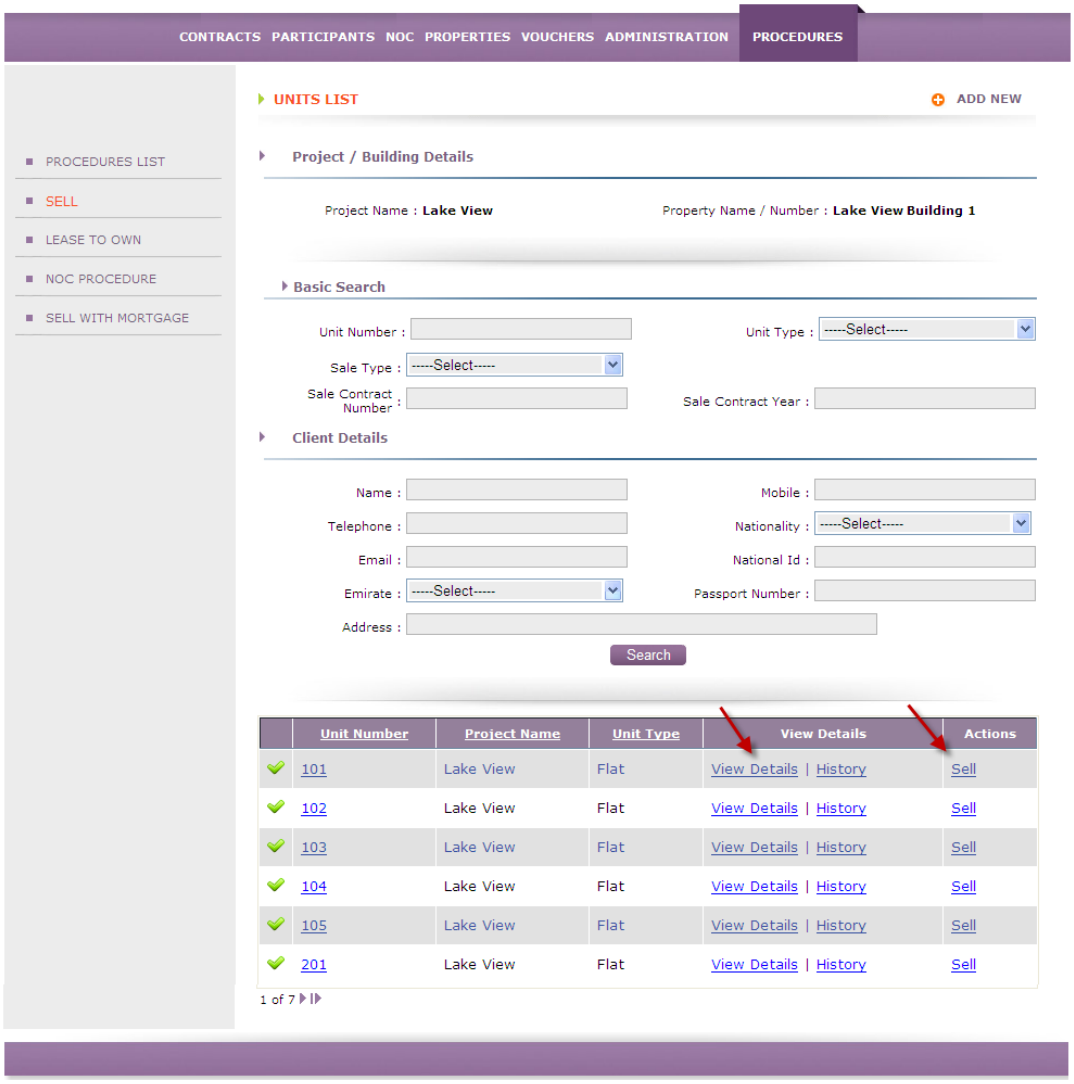

CONTRACTS PARTICIPANTS NOC PROPERTIES VOUCHERS ADMINISTRATION PROCEDURES
PROCEDURES LIST
SELL
LEASE TO OWN
NOC PROCEDURE
SELL WITH MORTGAGE
SELL
BASIC SEARCH
Developer Name : Al Noor Limited
Developer Number : 811
Project Name : Lake View
Property Number :
Property Type : -----Select-----
Property Status : Approved
ADVANCED SEARCH
Sell Type : -----Select-----
Contract Number :
Contract Year :
Contact Number :
Mobile :
Address :
Telephone :
Email :
Emirates : -----Select-----
Nationality : -----Select-----
Passport No. :
National ID :
Search
Developer Number - Name
Project Name
Property Type
Property Number
Area(Sq F.T.)
Unit Count
View Details
Actions
811-Al Noor Limited | Lake View | Villa | 54654 | 3000 | - | Details | History | Sell
811-Al Noor Limited | Lake View | Villa | 55648 | 2500 | - | Details | History | Sell
811-Al Noor Limited | Lake View | Building | Lake View Building 1 | 31047.18 | 67 | Details | History
811-Al Noor Limited | Lake View | Building | Lake View Building 2 | 3000 | 1 | Details | History
Villas
Buildings
1 of 1

a. **View/Edit Details**: To view the details of the property, click on **Details** under **View Details** column and the **Add/Edit Property** screen will appear:
   i. If the property is not approved, then you will be able to edit its details. Edit the property details –if needed- and click on **Save** to save the changes.
   ii. If the property is approved, you will only be able to view its details in a read-only mode screen.

b. **View History:** To view the history of the property, click on **History** under **View Details** column and a new window will appear with a list of all the procedures that have been done on the property. (More details are illustrated in Properties list section in Chapter 4)

c. **Perform Action:** Based on the procedure that you have chosen to perform, click on the action (Sell, Lease To Own, NOC, Sell with Mortgage) and follow the steps illustrated in the section of each procedure below.

d. **Show Units:** If the building contains units, then click on the unit count and the **Units Lists** screen will open:


CONTRACTS PARTICIPANTS NOC PROPERTIES VOUCHERS ADMINISTRATION PROCEDURES
PROCEDURES LIST
SELL
LEASE TO OWN
NOC PROCEDURE
SELL WITH MORTGAGE
UNITS LIST
ADD NEW
Project / Building Details
Project Name : Lake View
Property Name / Number : Lake View Building 1
Basic Search
Unit Number :
Unit Type : -----Select-----
Sale Type : -----Select-----
Sale Contract Number :
Sale Contract Year :
Client Details
Name :
Mobile :
Telephone :
Nationality : -----Select-----
Email :
National Id :
Emirate : -----Select-----
Passport Number :
Address :
Search
Unit Number | Project Name | Unit Type | View Details | Actions
101 Lake View Flat View Details | History Sell
102 Lake View Flat View Details | History Sell
103 Lake View Flat View Details | History Sell
104 Lake View Flat View Details | History Sell
105 Lake View Flat View Details | History Sell
201 Lake View Flat View Details | History Sell
1 of 7

i. **View/Edit Details**: To view the details of a unit, click on **Details** (for that particular unit) under **View Details** column and the **Add/Edit Unit** screen will appear:
   - If the unit is not approved, you will be able to edit its details. Edit the unit details –if needed- and click on **Save** to save the changes.
   - If the unit is approved, you will only be able to view its details in a read-only screen.

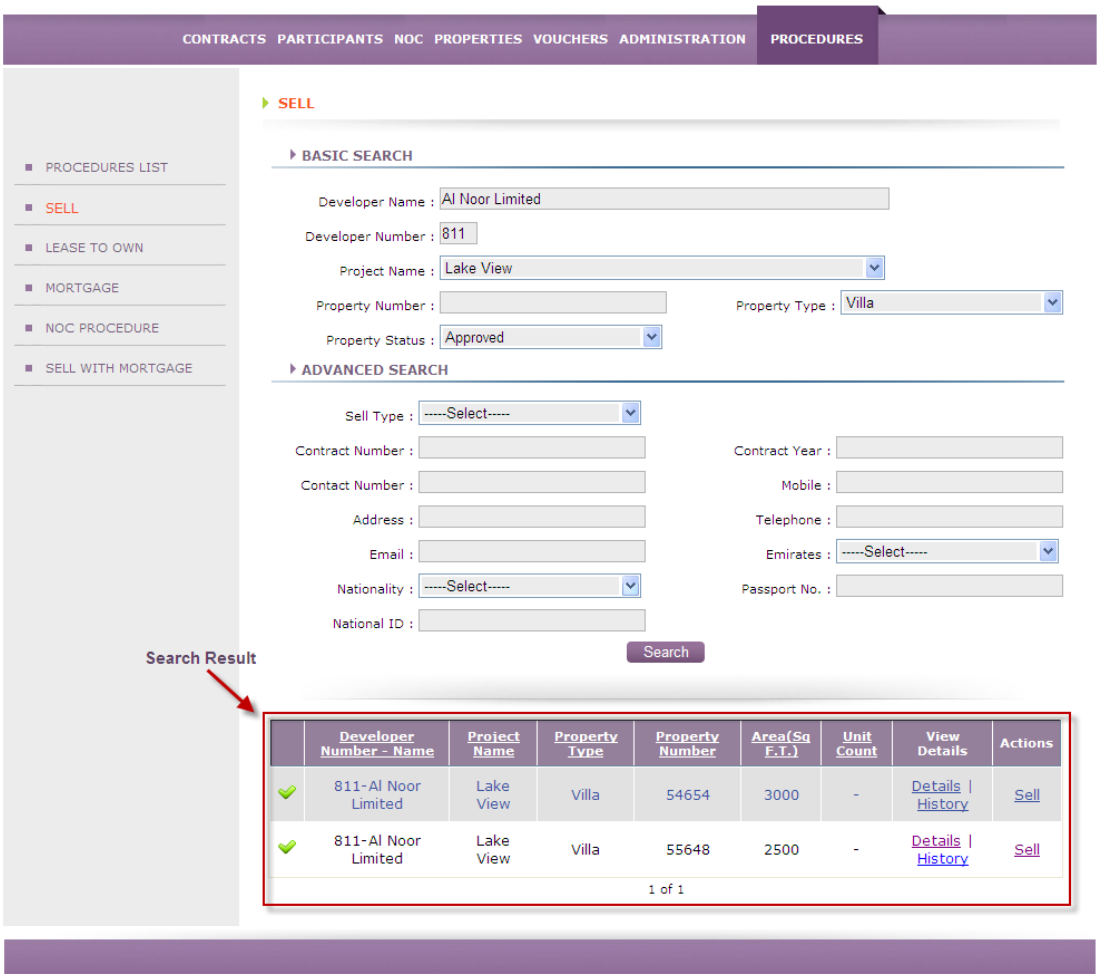
ii. **View History:** To view the history of the unit, click on **History** under **View Details** column and a new window will appear with all the procedures that have been done on the unit.

iii. **Perform Action:** Based on the procedure that you have chosen to perform, click on the action (Sell, Lease To Own, NOC, Sell with Mortgage) and follow the steps illustrated in the section of each procedure below.

Sell

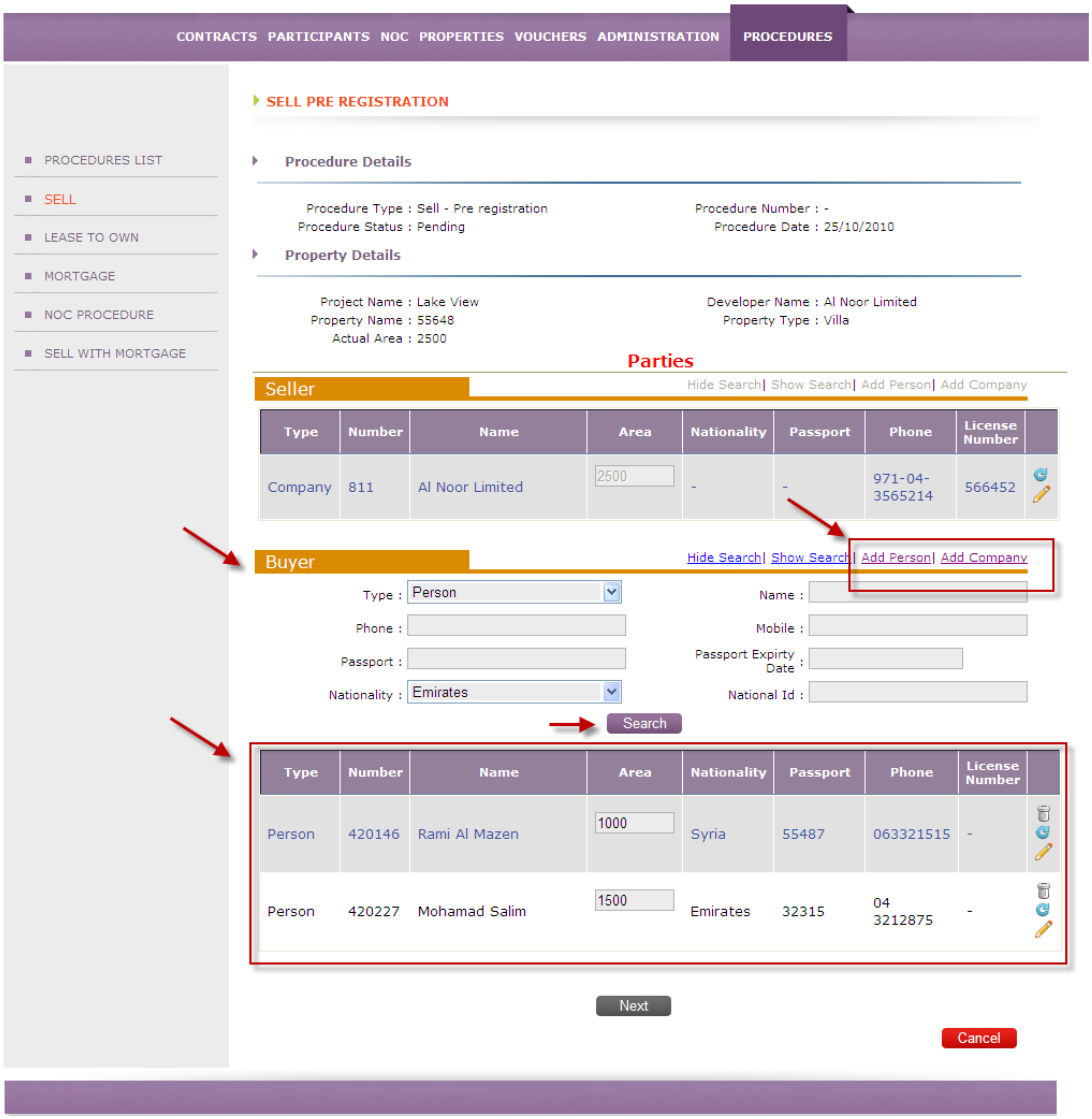
To perform a sell procedure on a property, click on **Procedures>Sell** and follow the next steps in details:

1. Search for your property using the basic or advanced search (for more details on the basic and advanced search criteria, refer to **Search for Property** section above):



2. Click on **Sell** under **Actions** column for one of the resulted properties

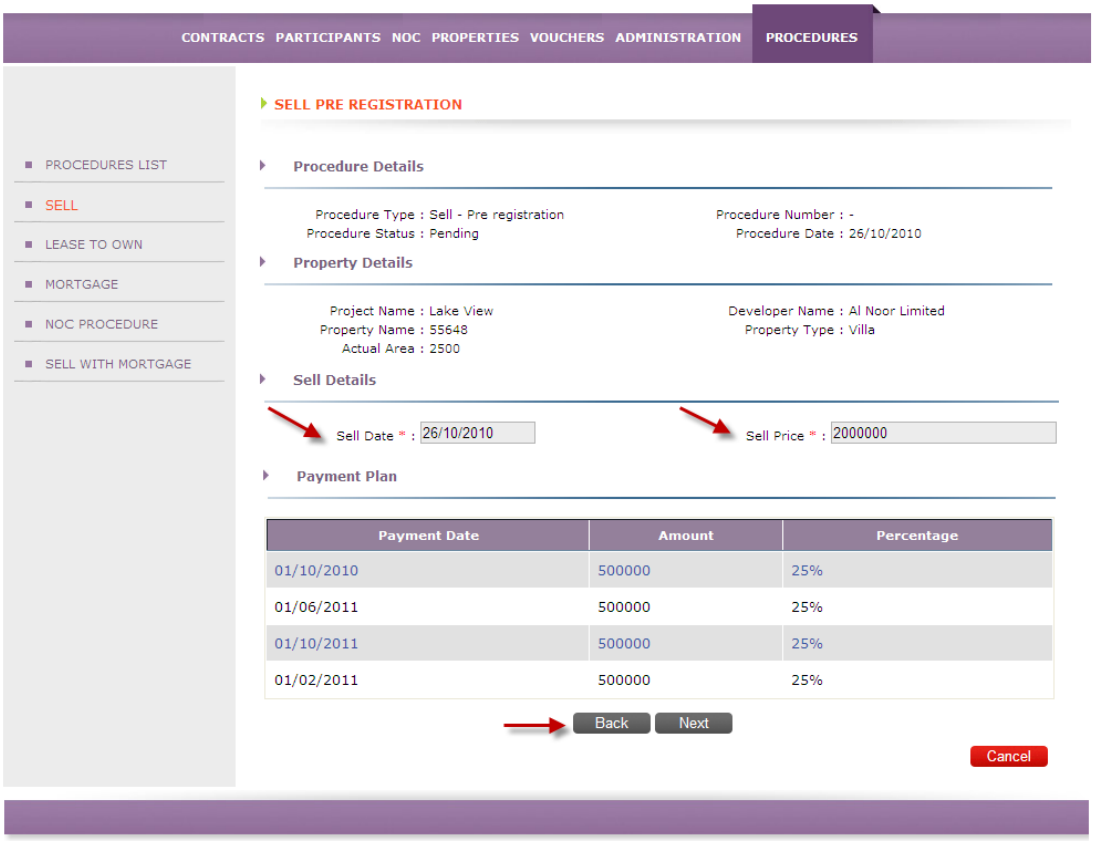
Remember! Sell procedures can be performed on villas and units only


CONTRACTS PARTICIPANTS NOC PROPERTIES VOUCHERS ADMINISTRATION PROCEDURES
PROCEDURES LIST
SELL
LEASE TO OWN
MORTGAGE
NOC PROCEDURE
SELL WITH MORTGAGE
SELL PRE REGISTRATION
Procedure Details
Procedure Type : Sell - Pre registration
Procedure Status : Pending
Procedure Number : -
Procedure Date : 25/10/2010
Property Details
Project Name : Lake View
Property Name : 55648
Actual Area : 2500
Developer Name : Al Noor Limited
Property Type : Villa
Parties
Seller
Hide Search| Show Search| Add Person| Add Company
Type Number Name Area Nationality Passport Phone License Number
Company 811 Al Noor Limited 2500 - - 971-04-3565214 566452
Buyer
Hide Search| Show Search| Add Person| Add Company
Type : Person
Name :
Phone :
Mobile :
Passport :
Passport Expiry Date :
Nationality : Emirates
National Id :
Search
Type Number Name Area Nationality Passport Phone License Number
Person 420146 Rami Al Mazen 1000 Syria 55487 063321515 -
Person 420227 Mohamad Salim 1500 Emirates 32315 04 3212875 -
Next
Cancel

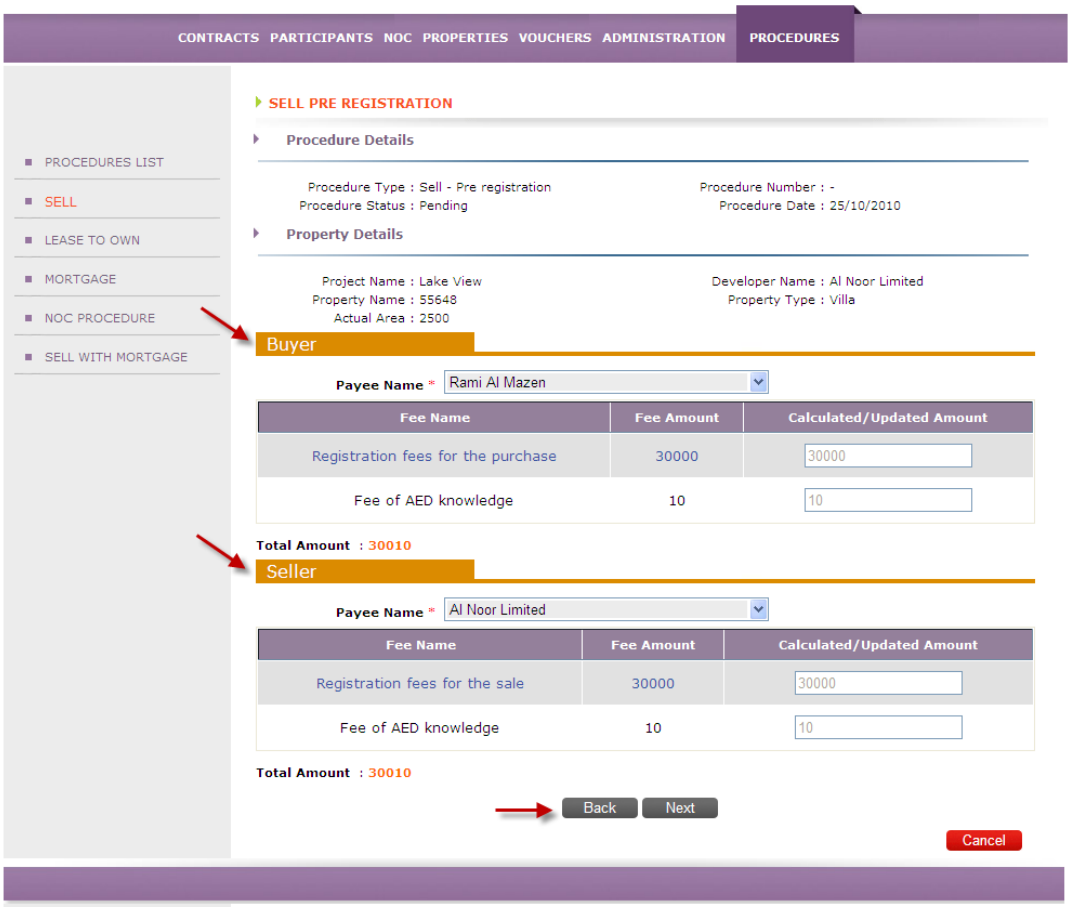
3. The seller will already be selected. To review the seller details, click on the edit icon ( )
4. Search for a buyer
   a. Select the **Type** of the participant
   b. Enter any of the other search criteria to filter the search results
   c. If the buyer is not a participant in Oqood, then click on **Add Person** or **Add Company** based on the type of the participant you want to add. Follow the instructions as illustrated in **Add Person/Company** sections in **Participant** chapter
   d. If the buyers are available in Oqood as participants, then select the check box next to one or more buyer(s) from the resulted participants and click on **Select** button.
5. To add more buyers, repeat step 5
6. Enter the **Area** allocated for each buyer

Note: the total area allocated to the buyer(s) should be equal to the **Actual Area** of the property (shown in **Property Details** above)

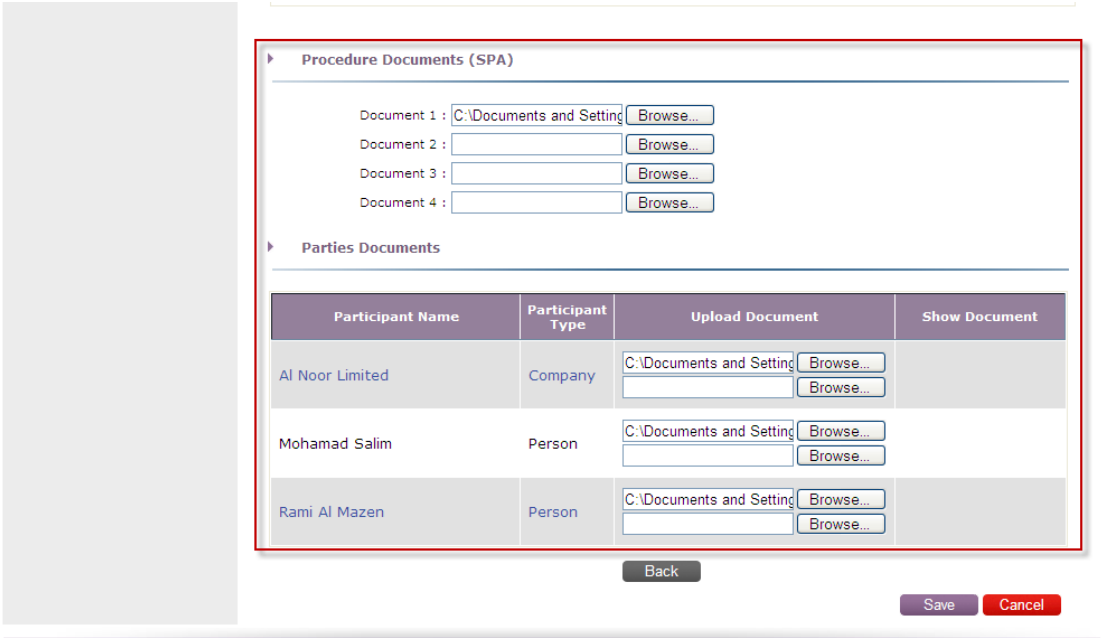
7. To remove a buyer, click on ( ) icon
8. To edit a participant details, click on ( ) icon. Click on the refresh icon ( ) to retrieve the updated information to your list
9. Click on **Next** and the following screen will appear:



10. Select the **Sell Date**
11. Enter the **Sell Price** (in Dhs.)
12. Click on **Next** and the following screen will appear:

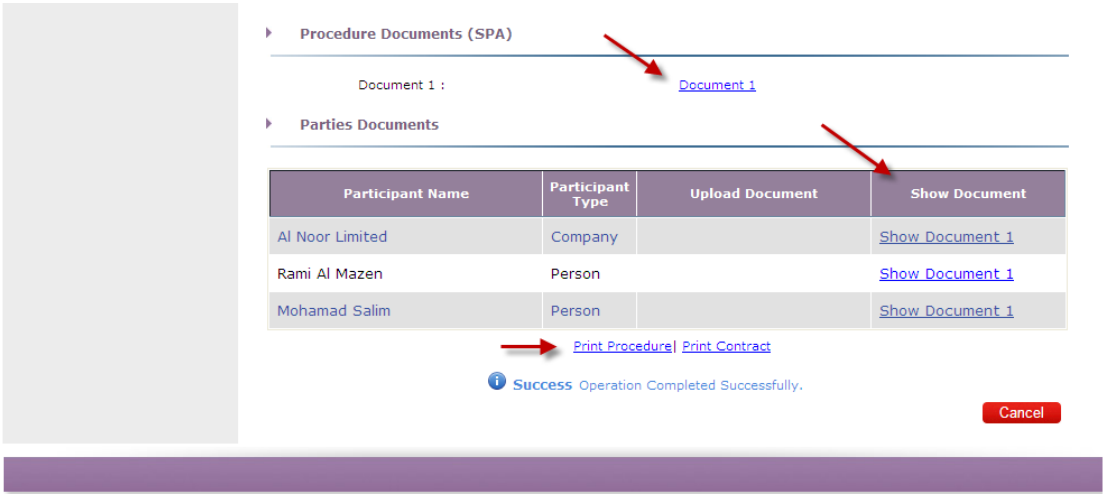


13. Select the **Payee Name** of the buyer fees
14. Select the **Payee Name** of the Seller fees
15. Click on **Next.** The last screen of the sell procedure will be displayed to review all the details of the transaction and to attach the required documents as shown below:



16. Click on **Save** to complete the transaction. A confirmation message will be displayed to indicate that the procedure has been completed successfully.
17. To go back to the previous step, click on **Back**
18. To cancel the operation, click on **Cancel**

Note: Once the transaction is saved, you will **not** be able to edit any of the transaction details.



19. Click on the document links to show the uploaded documents
20. Click on **Print Procedure** and a report with the procedure details will be displayed.
21. Click on **Print Contract** and the **Contracts List** screen with a list of contracts related to this procedure will appear:

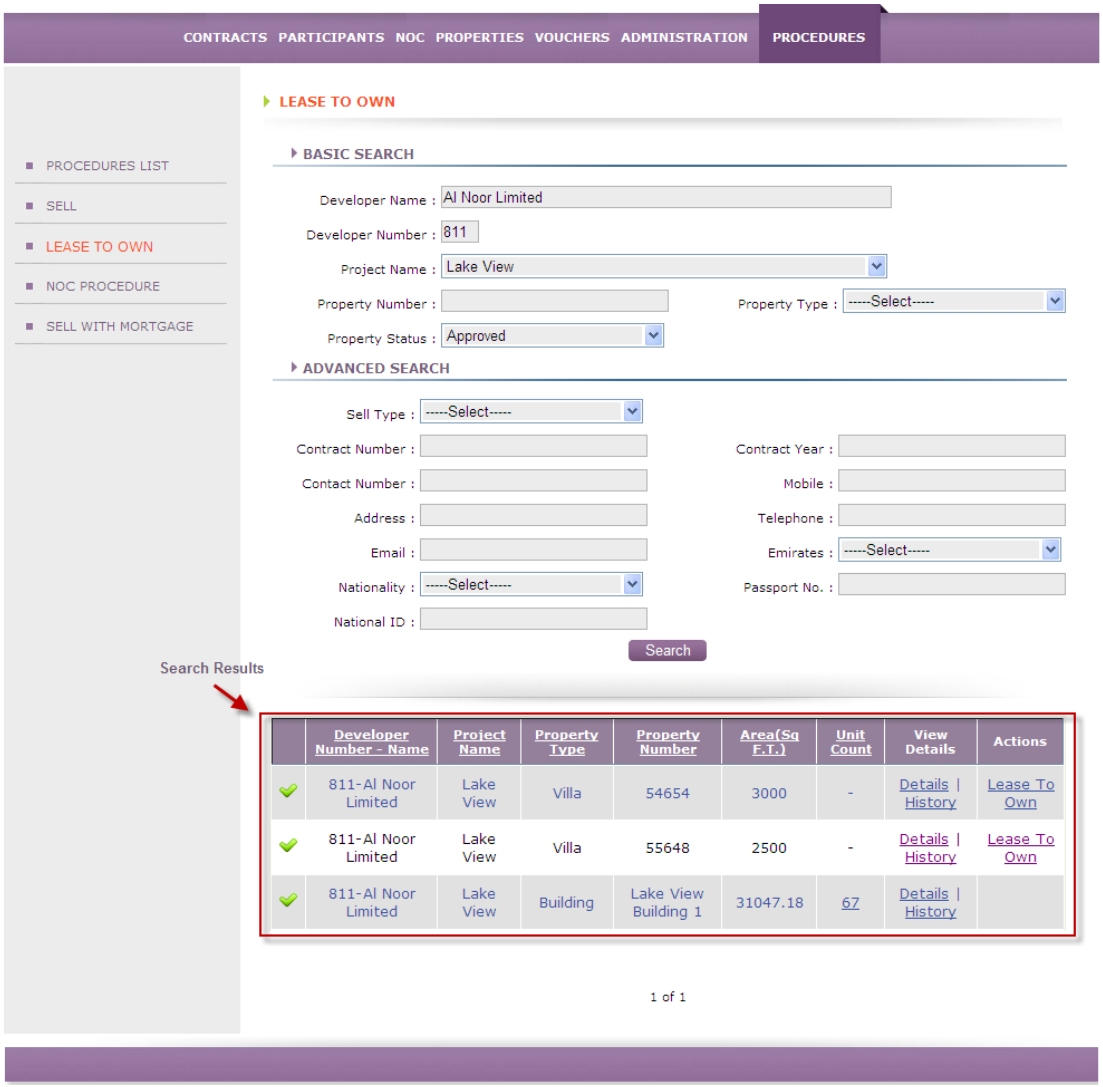
22. Click on **View Details** to view the contract details

Note: The procedure will be in Pending status until it is approved by DLD upon the vouchers' payment.

Lease to Own

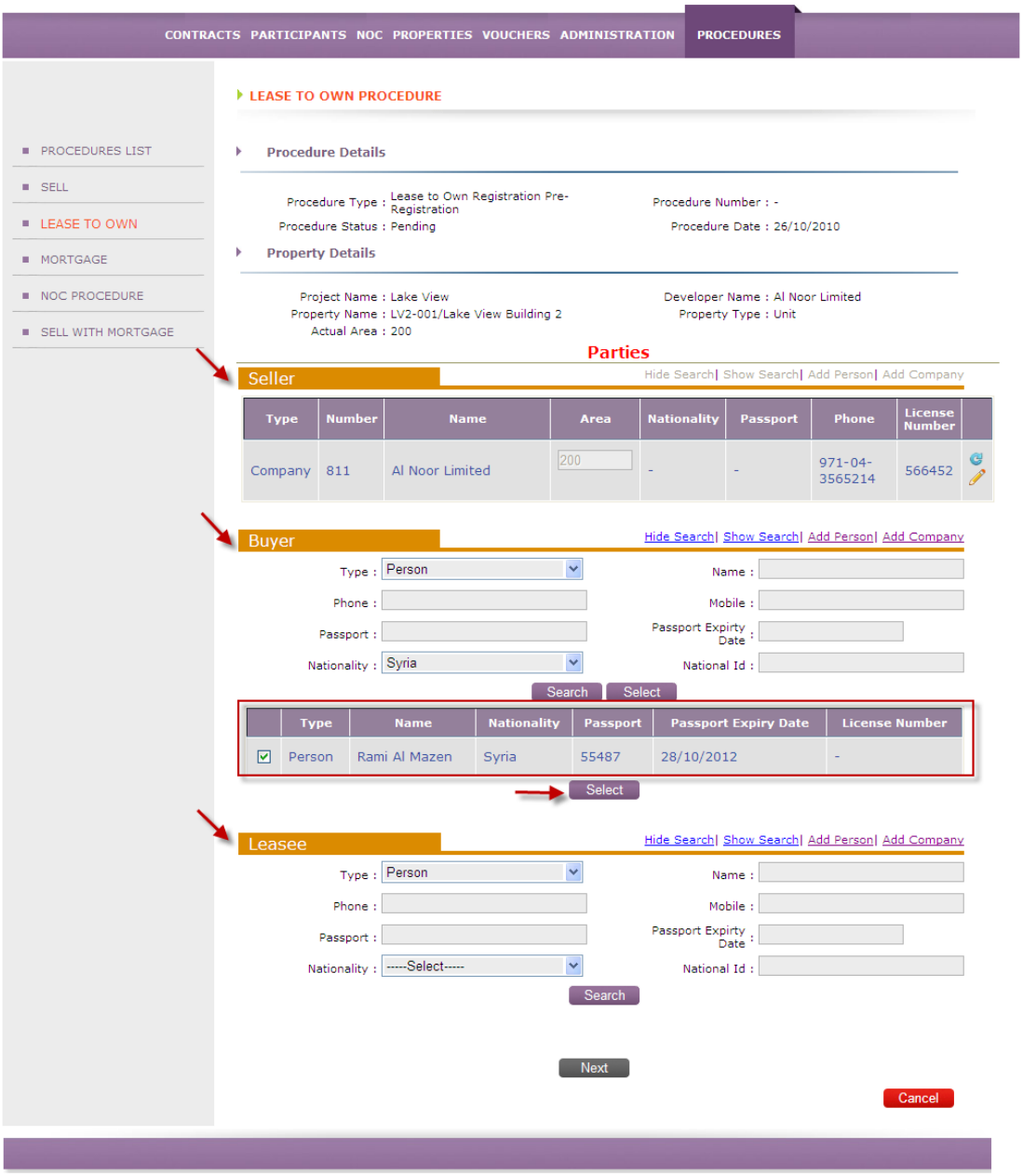
To perform a Lease to Own procedure (Ejarah) on a property, click on **Procedures>Lease To Own** and follow the next steps in details:

1. Search for your property using the basic or advanced search (for more details on the basic and advanced search criteria, refer to **Search for Property** section above):



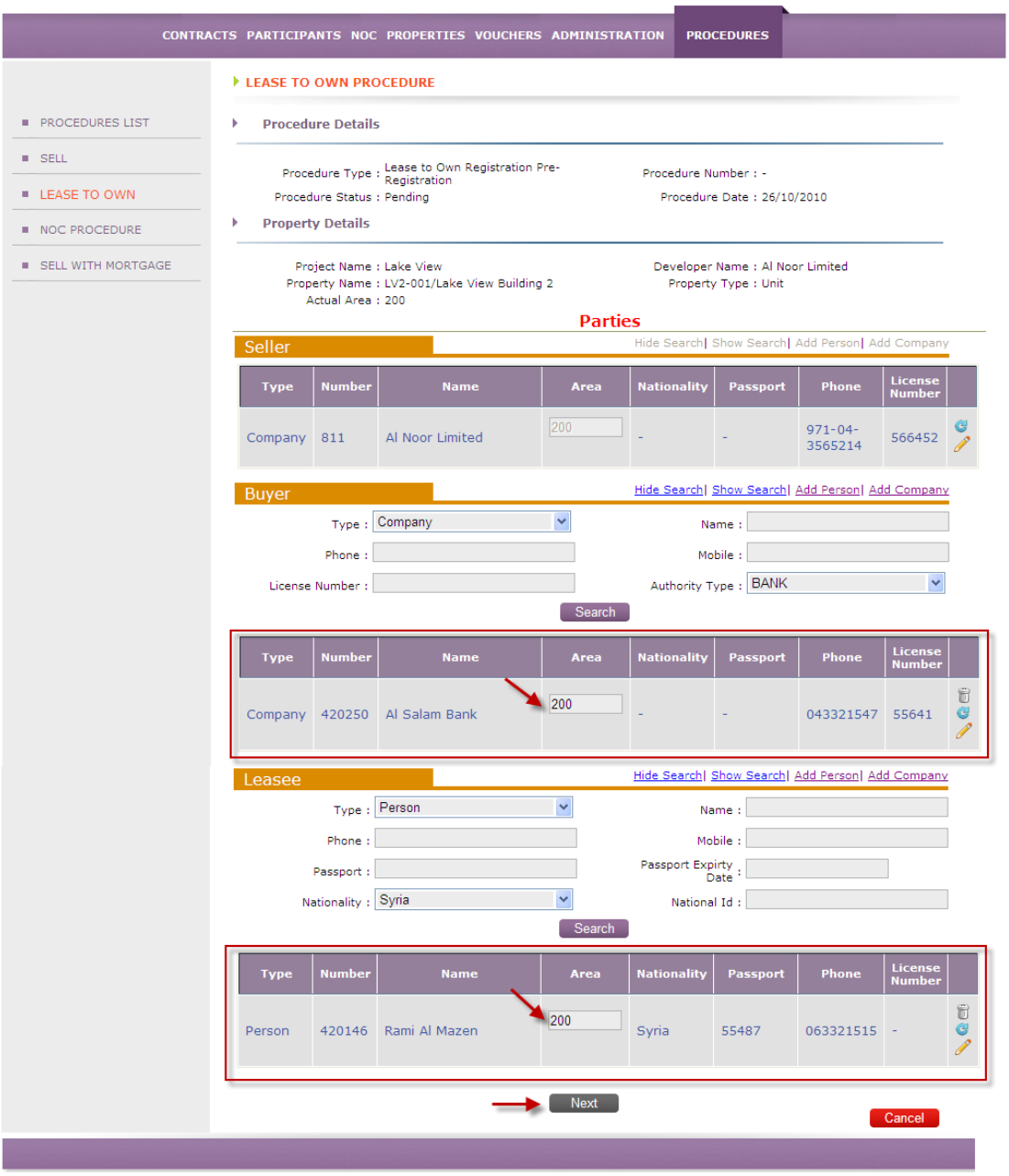
2. Click on **Lease To Own** under **Actions** column for one of the resulted properties

Remember! Lease to Own procedures can be performed on villas and units only



3. The seller will already be selected. To review the seller details, click on the edit icon ( )
4. Search for a buyer
   a. Select the **Type** of the participant
   b. Enter any of the other search criteria to filter the search results
   c. If the buyer is not a participant in Oqood, then click on **Add Person** or **Add Company** based on the type of the participant you want to add. Follow the instructions as illustrated in **Add Person/Company** sections in **Participant** chapter
   d. If the buyers are available in Oqood as participants, then select the check box next to one or more buyer(s) from the resulted participants and click on **Select** button.
5. To add more buyers, repeat step 5

6. Search for a leasee by following the same steps of adding a buyer. Repeat the same steps to add more leasees - if needed.


CONTRACTS PARTICIPANTS NOC PROPERTIES VOUCHERS ADMINISTRATION PROCEDURES
PROCEDURES LIST
SELL
LEASE TO OWN
NOC PROCEDURE
SELL WITH MORTGAGE
LEASE TO OWN PROCEDURE
Procedure Details
Procedure Type : Lease to Own Registration Pre-Registration
Procedure Number : -
Procedure Status : Pending
Procedure Date : 26/10/2010
Property Details
Project Name : Lake View
Property Name : LV2-001/Lake View Building 2
Actual Area : 200
Developer Name : Al Noor Limited
Property Type : Unit
Parties
Seller
Hide Search| Show Search| Add Person| Add Company
Type Number Name Area Nationality Passport Phone License Number
Company 811 Al Noor Limited 200 - - 971-04-3565214 566452
Buyer
Hide Search| Show Search| Add Person| Add Company
Type : Company
Name :
Phone :
Mobile :
License Number :
Authority Type : BANK
Search
Type Number Name Area Nationality Passport Phone License Number
Company 420250 Al Salam Bank 200 - - 043321547 55641
Leasee
Hide Search| Show Search| Add Person| Add Company
Type : Person
Name :
Phone :
Mobile :
Passport :
Passport Expiry Date :
Nationality : Syria
National Id :
Search
Type Number Name Area Nationality Passport Phone License Number
Person 420146 Rami Al Mazen 200 Syria 55487 063321515 -
Next
Cancel

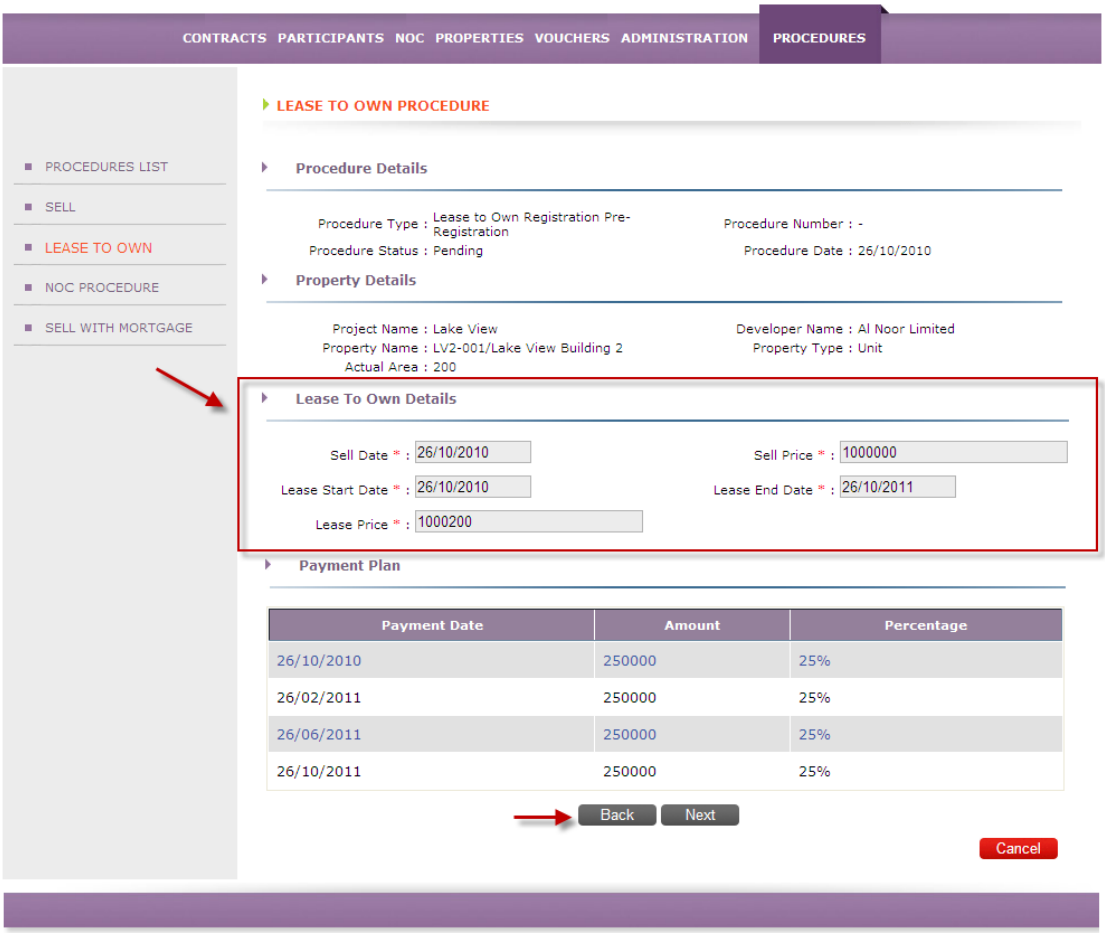
7. Enter the **Area** allocated the buyer(s) and the leasee(s)

Note: the total area allocated to the buyer(s) and the total area allocated for leasee should be equal to the **Actual Area** of the property (shown in **Property Details** above)

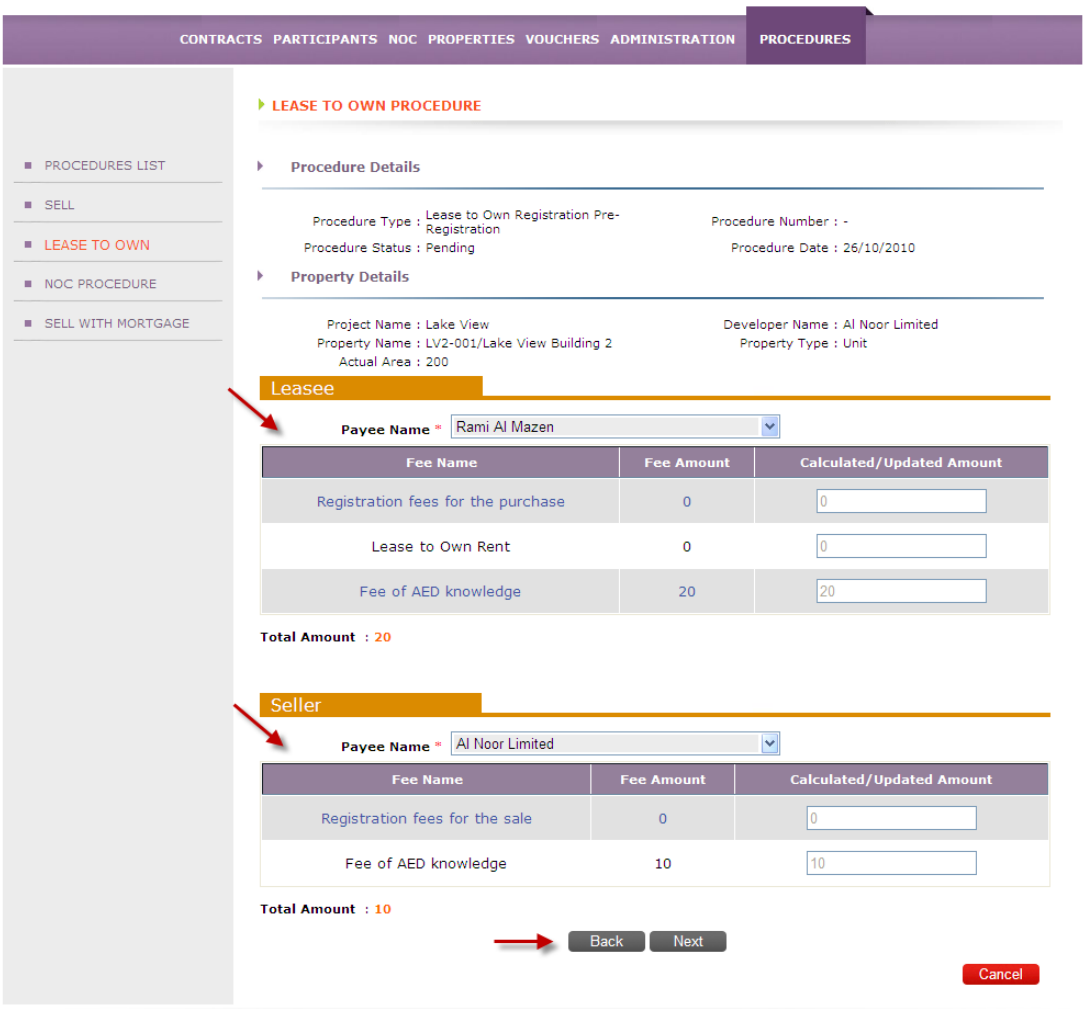
8. To remove a buyer or a leasee, click on ( ) icon
9. To edit a buyer or a leasee details, click on ( ) icon. Click on the refresh icon ( ) to retrieve the updated information to your list.

Note: You're allowed to edit the details of the participants you have added to Oqood earlier. To edit other participants' details, you should contact DLD.

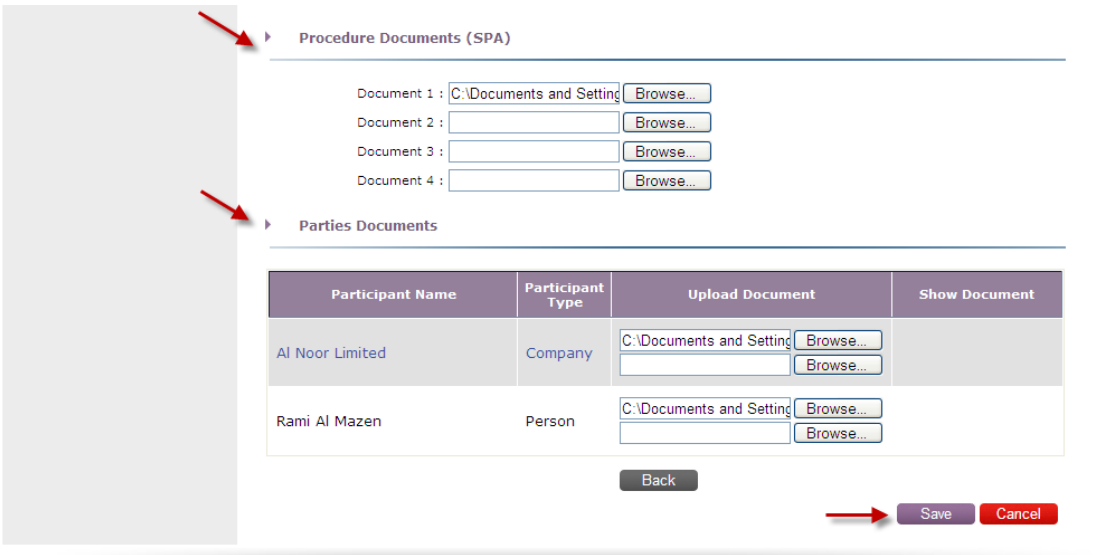
10. Click on **Next** and the following screen will appear:



11. Full in the **Lease To Own Details** section
    a. Select the **Sell Date**
    b. Enter the **Sell Price** (in Dhs.)
    c. Select the **Lease Start Date**
    d. Select the **Lease End Date**
    e. Enter the **Lease Price** (in Dhs.)
12. Click on **Next** and the following screen will appear:

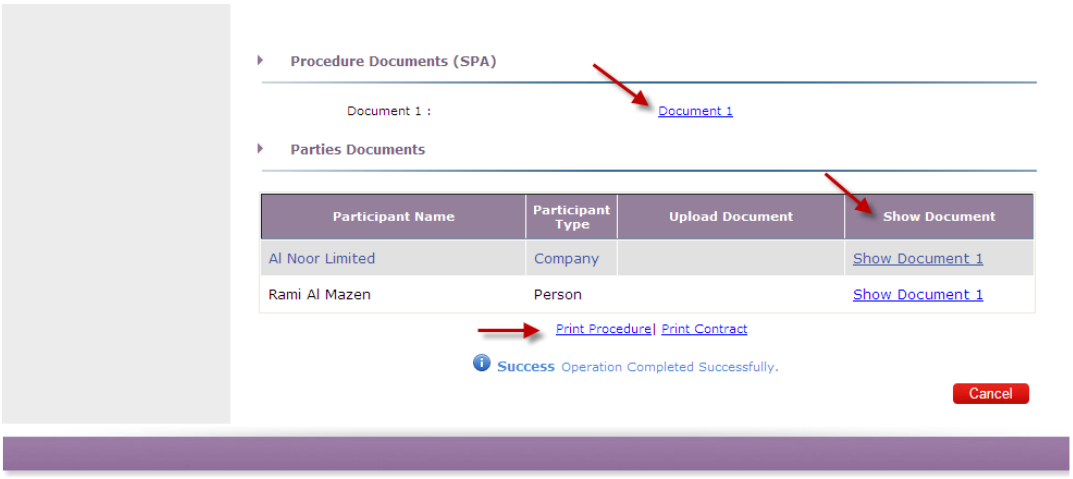

CONTRACTS PARTICIPANTS NOC PROPERTIES VOUCHERS ADMINISTRATION PROCEDURES
PROCEDURES LIST
SELL
LEASE TO OWN
NOC PROCEDURE
SELL WITH MORTGAGE
LEASE TO OWN PROCEDURE
Procedure Details
Procedure Type : Lease to Own Registration Pre-Registration
Procedure Number : -
Procedure Status : Pending
Procedure Date : 26/10/2010
Property Details
Project Name : Lake View
Developer Name : Al Noor Limited
Property Name : LV2-001/Lake View Building 2
Property Type : Unit
Actual Area : 200
Leasee
Payee Name * Rami Al Mazen
Fee Name | Fee Amount | Calculated/Updated Amount
Registration fees for the purchase | 0 | 0
Lease to Own Rent | 0 | 0
Fee of AED knowledge | 20 | 20
Total Amount : 20
Seller
Payee Name * Al Noor Limited
Fee Name | Fee Amount | Calculated/Updated Amount
Registration fees for the sale | 0 | 0
Fee of AED knowledge | 10 | 10
Total Amount : 10
Back
Next
Cancel

13. Select the **Payee Name** of the leasee fees
14. Select the **Payee Name** of the seller fees
15. Click on **Next.** The last screen of the sell procedure will be displayed to review all the details of the transaction and to attach the required documents as shown below:


Procedure Documents (SPA)
Document 1 : C:\Documents and Setting Browse...
Document 2 : Browse...
Document 3 : Browse...
Document 4 : Browse...
Parties Documents
Participant Name | Participant Type | Upload Document | Show Document
Al Noor Limited | Company | C:\Documents and Setting Browse... Browse...
Rami Al Mazen | Person | C:\Documents and Setting Browse... Browse...
Back
Save
Cancel

16. Click on **Save** to complete the transaction. A confirmation message will be displayed to indicate that the procedure has been completed successfully.
17. To go back to the previous step, click on **Back**
18. To cancel the operation, click on **Cancel**

Note: Once the transaction is saved, you will **not** be able to edit any of the transaction details.



19. Click on the document links to show the uploaded documents
20. Click on **Print Procedure** and a report with the procedure details will be displayed.
21. Click on **Print Contract** and the **Contracts List** screen with a list of contracts related to this procedure will appear:

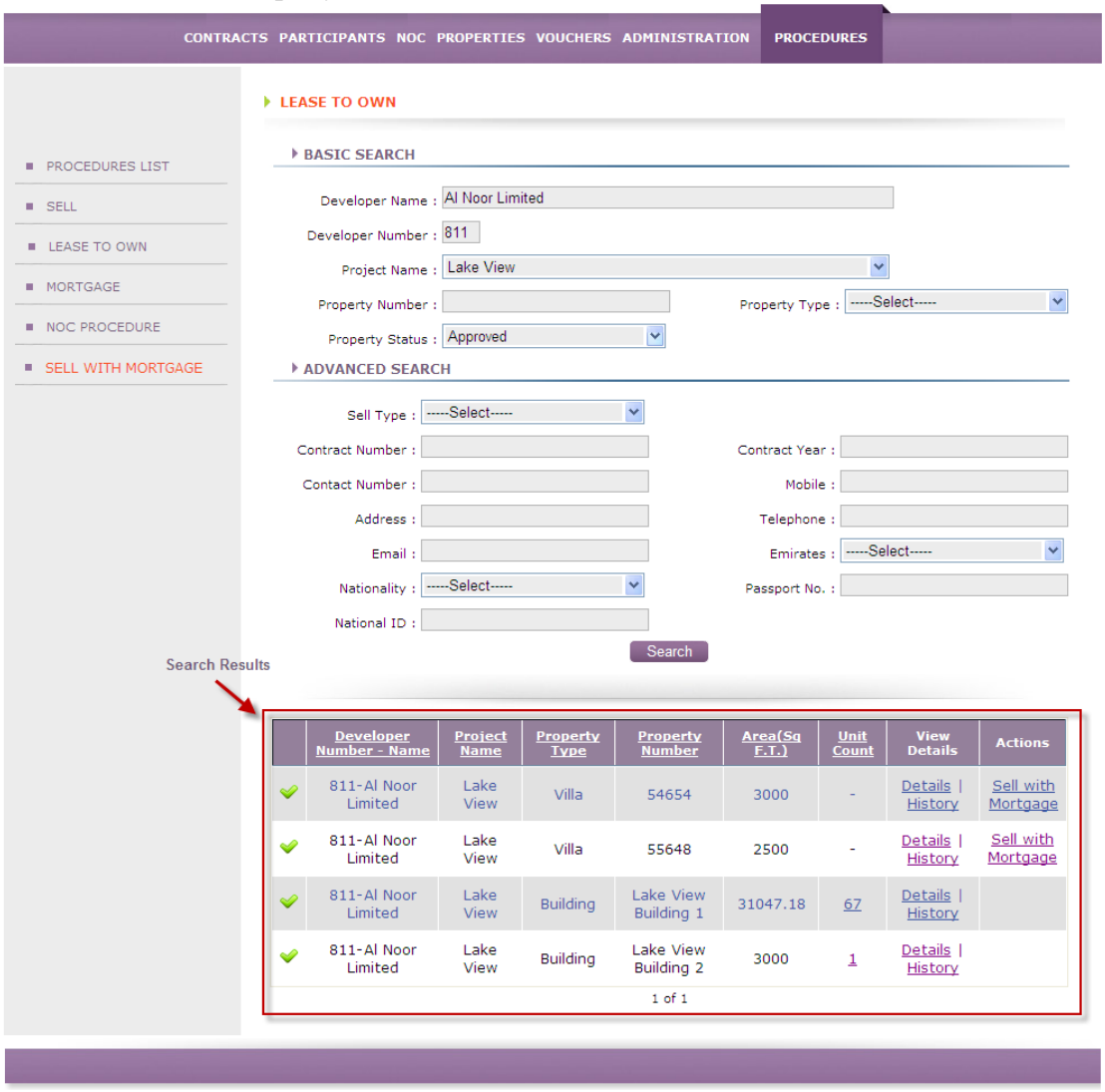
22. Click on **View Details** to view the contract details

Note: The procedure will be in Pending status until it is approved by DLD upon the vouchers' payment.

Sell with Mortgage

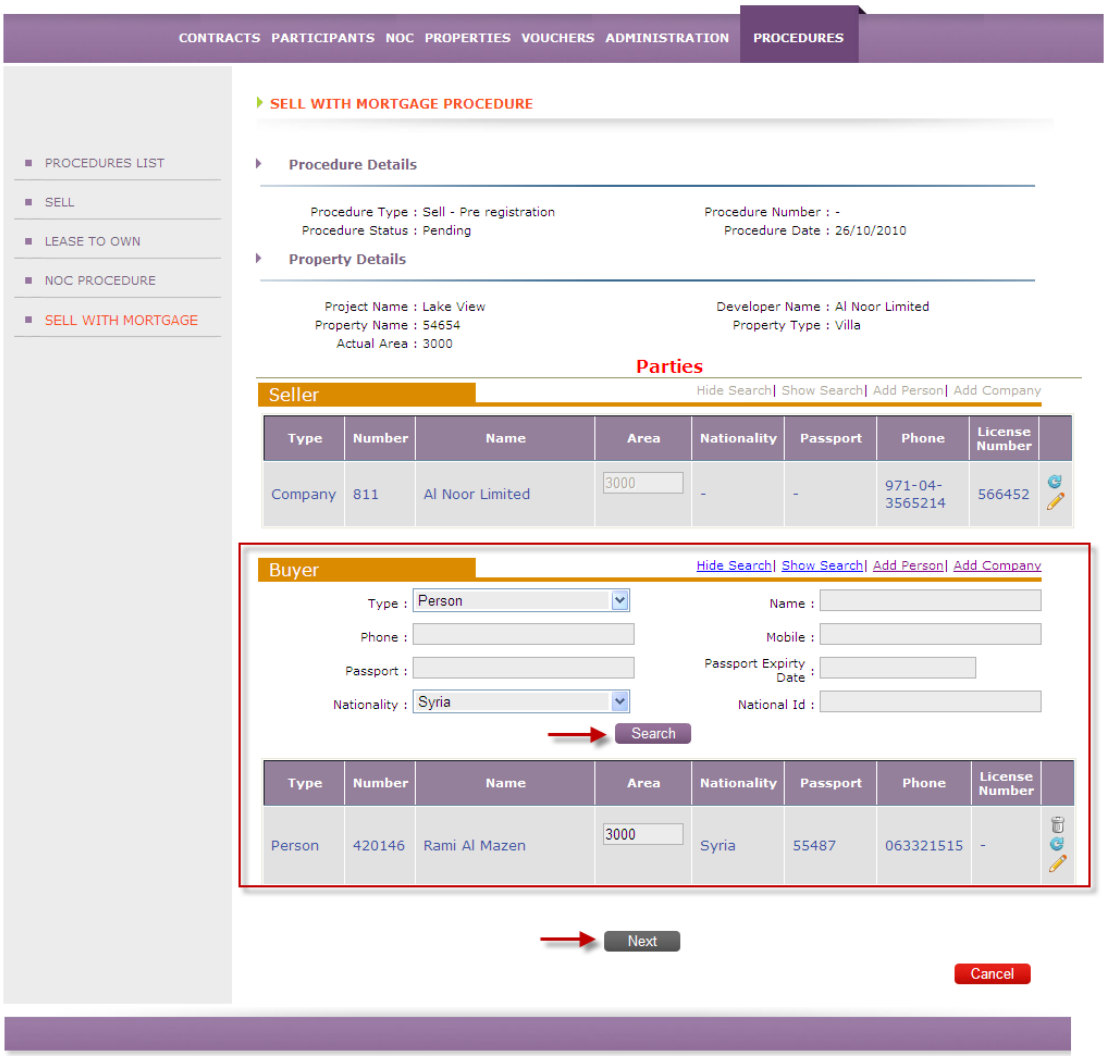
To perform a Sell with Mortgage procedure on a property, click on **Procedures>Lease To Own** and follow the next steps in details:

1. Search for your property using the basic or advanced search (for more details on the basic and advanced search criteria, refer to **Search for Property** section above):



2. Click on **Sell with Mortgage** under **Actions** column for one of the resulted properties

Remember! Sell with Mortgage procedures can be performed on villas and units only



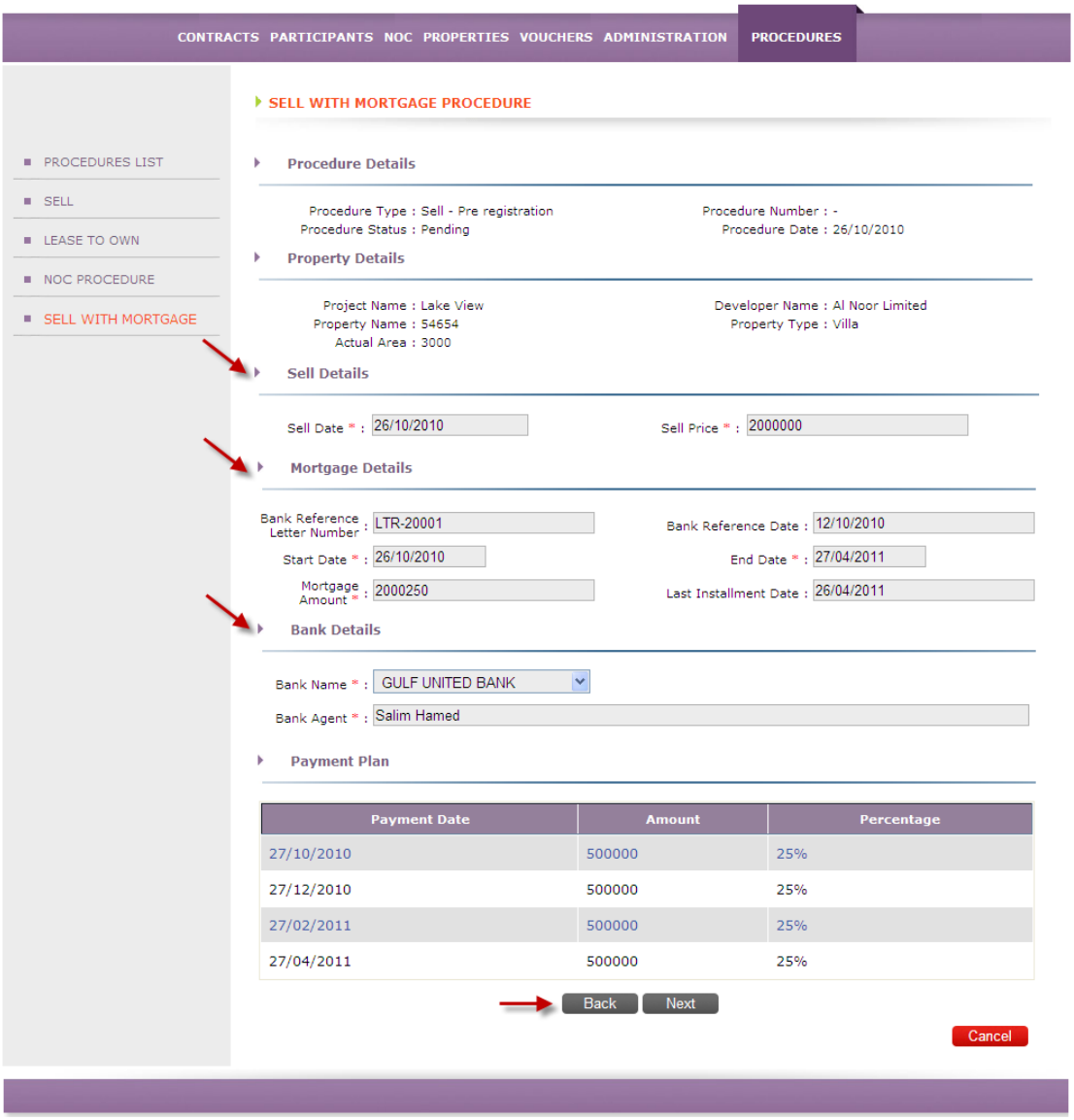
3. The seller will already be selected. To review the seller details, click on the edit icon ( )
4. Search for a buyer
   e. Select the **Type** of the participant
   f. Enter any of the other search criteria to filter the search results
   g. If the buyer is not a participant in Oqood, then click on **Add Person** or **Add Company** based on the type of the participant you want to add. Follow the instructions as illustrated in **Add Person/Company** sections in **Participant** chapter
   h. If the buyers are available in Oqood as participants, then select the check box next to one or more buyer(s) from the resulted participants and click on **Select** button.
5. To add more buyers, repeat step 5
6. Enter the **Area** allocated the buyer(s) and the leasee(s)

Note: the total area allocated to the buyer(s) should be equal to the **Actual Area** of the property (shown in **Property Details** above)

7. To remove a buyer, click on ( ) icon
8. To edit a buyer or a leasee details, click on ( ) icon. Click on the refresh icon ( ) to retrieve the updated information to your list.

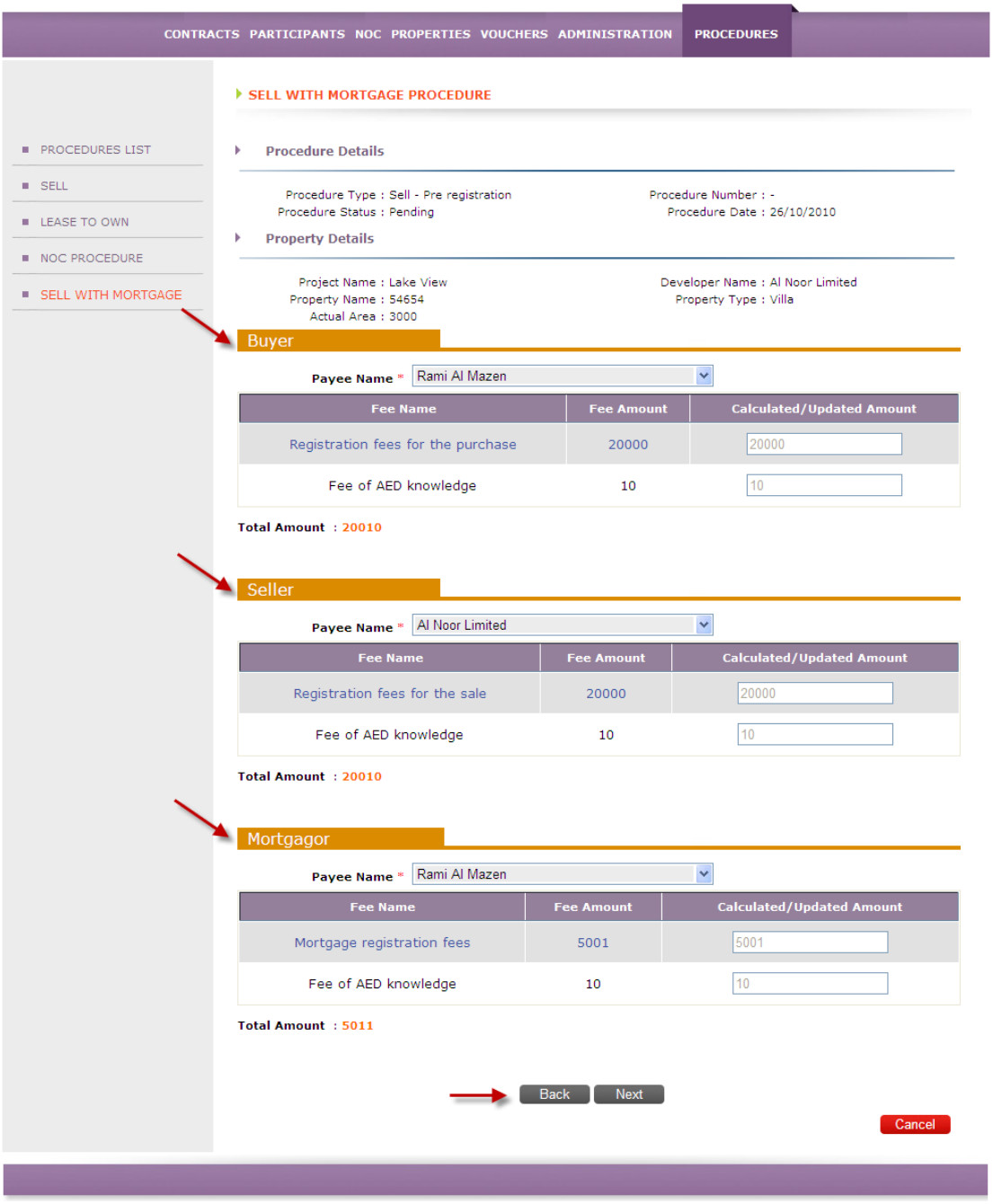
Note: You're allowed to edit the details of the participants you have added to Oqood earlier. To edit other participants' details, you should contact DLD.

9. Click on **Next** and the following screen will appear:



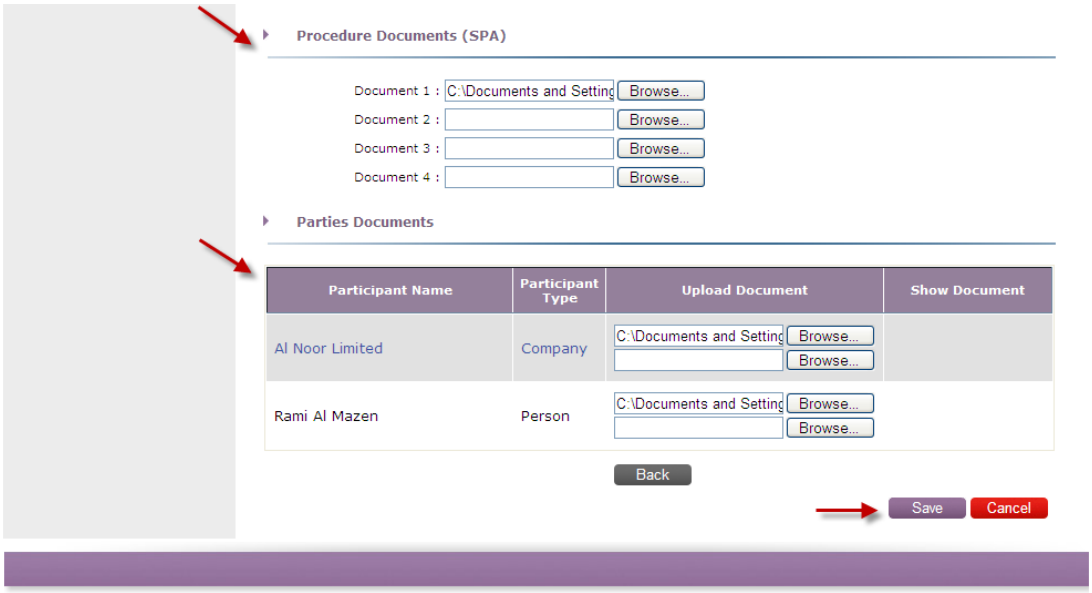
10. Full in the **Sell Details** section
    a. Select the **Sell Date**
    b. Enter the **Sell Price** (in Dhs.)
11. Full in the **Mortgage Details** section
    a. Enter the **Bank Reference Letter Number**
    b. Select the **Bank Reference Date**
    c. Select the mortgage **Start Date**
    d. Select the mortgage **End Date**
    e. Enter the **Mortgage Amount** (in Dhs.)
    f. Select the **Last Installment Date**
12. Full in the **Bank Details** section
    a. Select the **Bank Name**
    b. Enter the **Bank Agent** details**.** The bank agent is the person who is in charge of handling the mortgage process from the bank side.

13. Click on **Next** and the following screen will appear:


CONTRACTS PARTICIPANTS NOC PROPERTIES VOUCHERS ADMINISTRATION PROCEDURES
PROCEDURES LIST
SELL
LEASE TO OWN
NOC PROCEDURE
SELL WITH MORTGAGE
SELL WITH MORTGAGE PROCEDURE
Procedure Details
Procedure Type : Sell - Pre registration
Procedure Status : Pending
Procedure Number : -
Procedure Date : 26/10/2010
Property Details
Project Name : Lake View
Property Name : 54654
Actual Area : 3000
Developer Name : Al Noor Limited
Property Type : Villa
Buyer
Payee Name * Rami Al Mazen
Fee Name | Fee Amount | Calculated/Updated Amount
Registration fees for the purchase | 20000 | 20000
Fee of AED knowledge | 10 | 10
Total Amount : 20010
Seller
Payee Name * Al Noor Limited
Fee Name | Fee Amount | Calculated/Updated Amount
Registration fees for the sale | 20000 | 20000
Fee of AED knowledge | 10 | 10
Total Amount : 20010
Mortgagor
Payee Name * Rami Al Mazen
Fee Name | Fee Amount | Calculated/Updated Amount
Mortgage registration fees | 5001 | 5001
Fee of AED knowledge | 10 | 10
Total Amount : 5011
Back
Next
Cancel

14. Select the **Payee Name** of the buyer fees
15. Select the **Payee Name** of the seller fees
16. Select the **Payee Name** of the mortgagor fees

17. Click on **Next.** The last screen of the sell procedure will be displayed to review all the details of the transaction and to attach the required documents as shown below:



18. Click on **Save** to complete the transaction. A confirmation message will be displayed to indicate that the procedure has been completed successfully.
19. To go back to the previous step, click on **Back**
20. To cancel the operation, click on **Cancel**

Note: Once the transaction is saved, you will **not** be able to edit any of the transaction details.

21. Click on the document links to show the uploaded documents
22. Click on **Print Procedure** and a report with the procedure details will be displayed.

23. Click on **Print Contract** and the **Contracts List** screen will appear with a list of contracts related to this procedure:

24. Click on **View Details** to view the contract details

Note: The procedure will be in Pending status until it is approved by DLD upon the vouchers' payment.

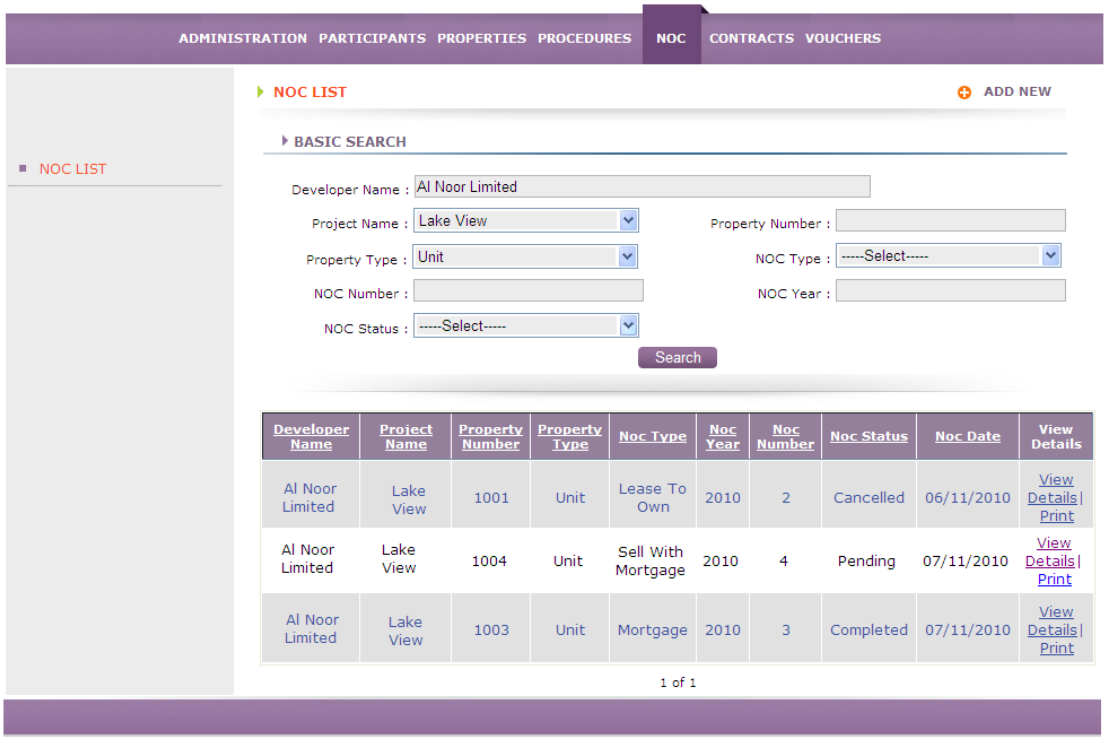
NOC 6

Property owners require an NOC (No Objection Certificate) issued from the master developer in order for them to re-sell their properties. This NOC has to be issued for every re-sell procedure the new owner performs. For this purpose, Oqood has a separate module to handle NOC procedures. In this chapter, we will show you how you can issue an NOC for any of your clients and how to retrieve all previously issued NOCs.

List NOC

To search for an issued NOC, click on **NOC>NOC List** and enter one of more of the following search criteria:

1. Select the **Project Name** to which the property belongs
2. Enter the **Property Number**
3. Enter the **Property Type**
4. Select the **NOC Type** (for which procedure the NOC was issued)
5. Enter the **NOC Number**
6. Enter the **NOC Year**
7. Select the **NOC Status**: **Cancelled**, **Approved** or **Pending**
8. Click on **Search** and the search results will be displayed as show below:

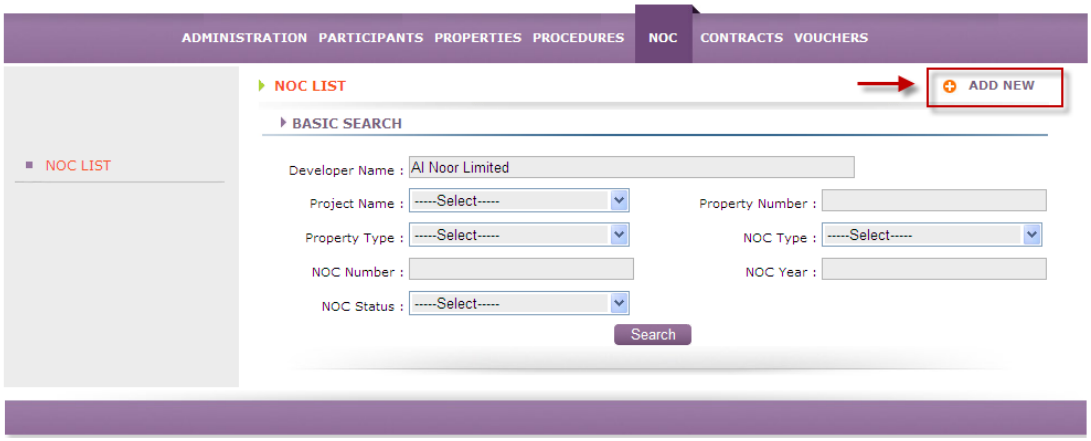

ADMINISTRATION PARTICIPANTS PROPERTIES PROCEDURES NOC CONTRACTS VOUCHERS
NOC LIST
ADD NEW
NOC LIST
BASIC SEARCH
Developer Name : Al Noor Limited
Project Name : Lake View
Property Number :
Property Type : Unit
NOC Type : -----Select-----
NOC Number :
NOC Year :
NOC Status : -----Select-----
Search
Developer Name | Project Name | Property Number | Property Type | Noc Type | Noc Year | Noc Number | Noc Status | Noc Date | View Details
Al Noor Limited | Lake View | 1001 | Unit | Lease To Own | 2010 | 2 | Cancelled | 06/11/2010 | View Details | Print
Al Noor Limited | Lake View | 1004 | Unit | Sell With Mortgage | 2010 | 4 | Pending | 07/11/2010 | View Details | Print
Al Noor Limited | Lake View | 1003 | Unit | Mortgage | 2010 | 3 | Completed | 07/11/2010 | View Details | Print
1 of 1

Note: Completed NOCs are the ones which were used in a re-sell procedure by the current owner

Create New NOC

To create a new NOC, follow one of the next navigation options to reach to the **NOC Procedure** screen:

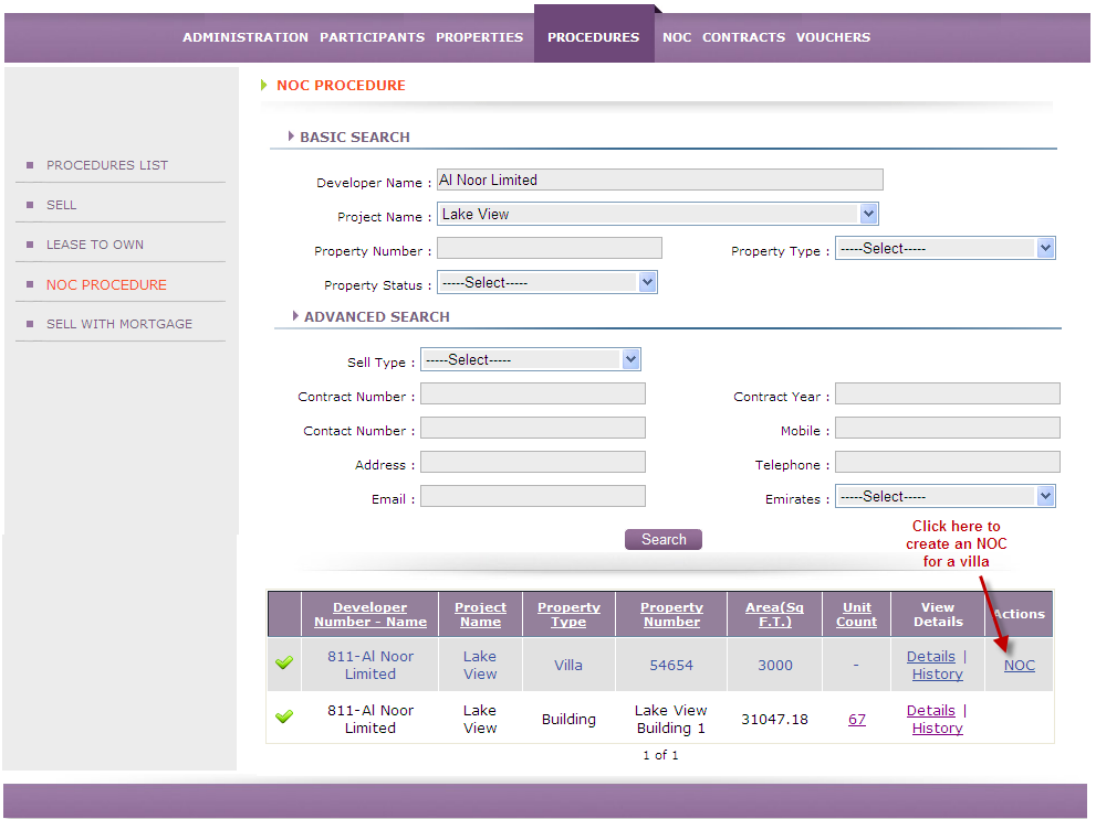
- Option 1: Click on **NOC> NOC List** and click on the link on the top of the page as show below:



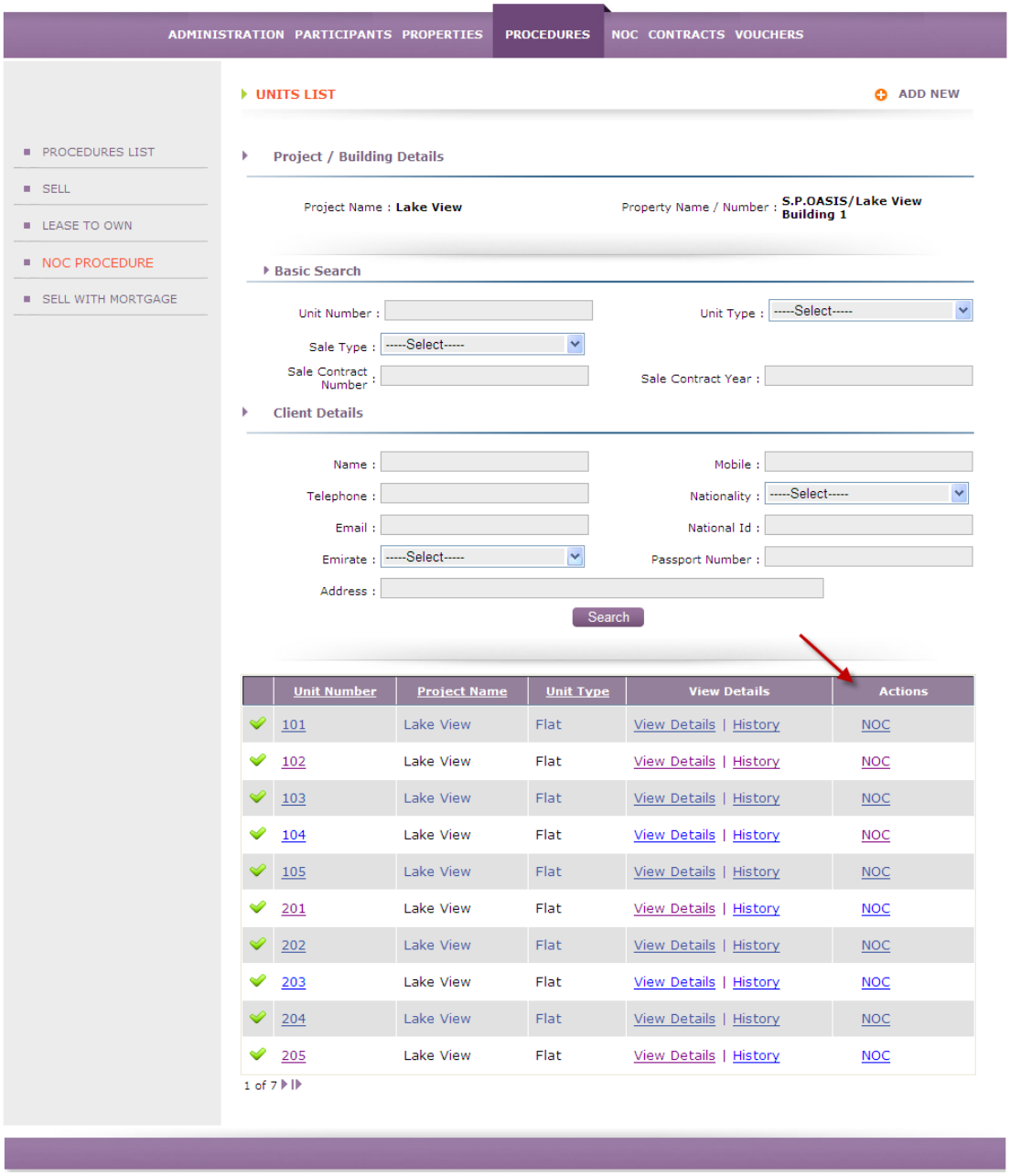
- Option 2: Click on **Procedures>NOC Procedure**

Both navigation options will lead you to the **NOC Procedure** screen. Follow the next steps to create a new NOC:

1. Search for the property that you want to prepare an NOC for, using the Basic or Advanced Search (for more details, refer to **Search for Property** section in chapter 5):



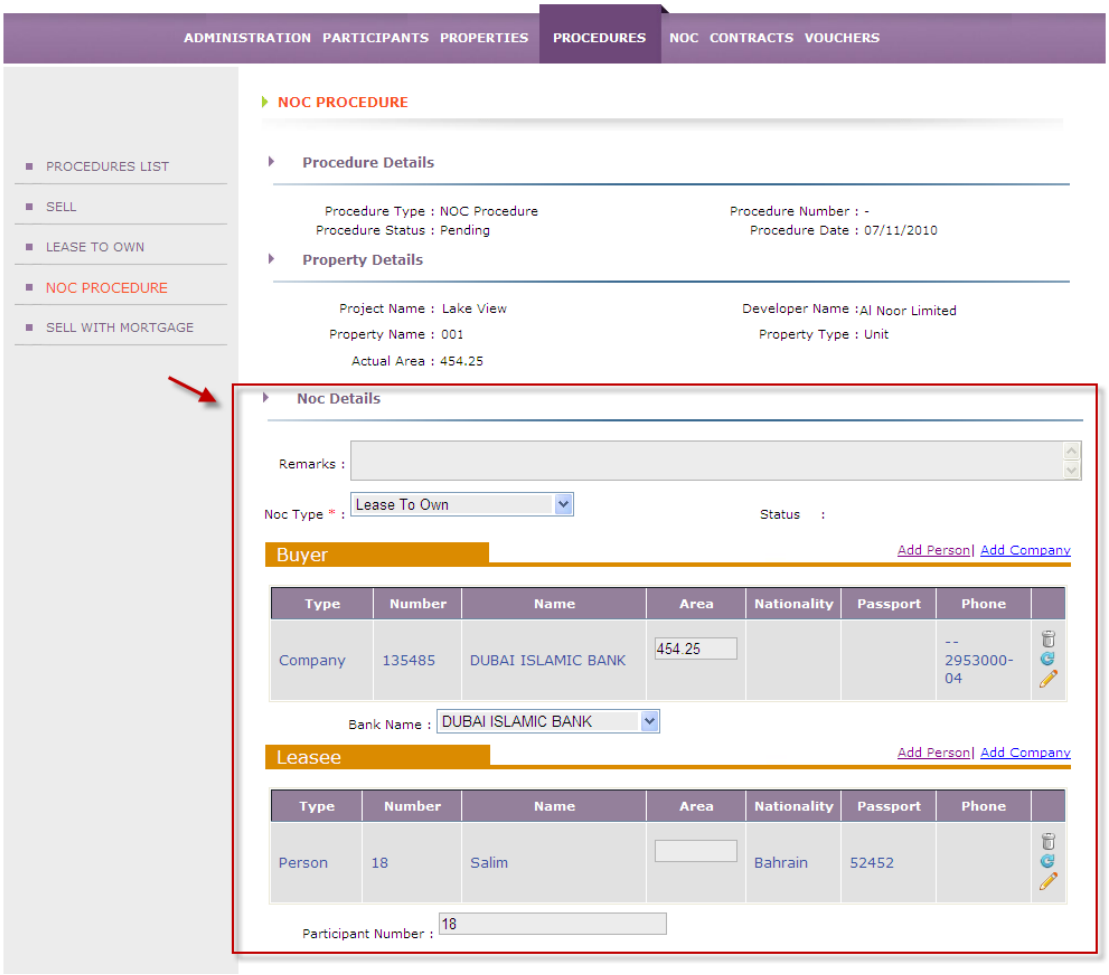
2. To create an NOC for a villa, click on **NOC** under **Actions** column and the **NOC Procedure** screen will open
3. To create an NOC for a unit, click on the unit count and the **Units Lists** screen will open. Click on **NOC** under **Actions** column as shown below, and the **NOC Procedure** screen will open


ADMINISTRATION PARTICIPANTS PROPERTIES PROCEDURES NOC CONTRACTS VOUCHERS
PROCEDURES LIST
SELL
LEASE TO OWN
NOC PROCEDURE
SELL WITH MORTGAGE
UNITS LIST
ADD NEW
Project / Building Details
Project Name : Lake View
Property Name / Number : S.P.OASIS/Lake View Building 1
Basic Search
Unit Number :
Unit Type : -----Select-----
Sale Type : -----Select-----
Sale Contract Number :
Sale Contract Year :
Client Details
Name :
Mobile :
Telephone :
Nationality : -----Select-----
Email :
National Id :
Emirate : -----Select-----
Passport Number :
Address :
Search
Unit Number | Project Name | Unit Type | View Details | Actions
101 Lake View Flat View Details | History NOC
102 Lake View Flat View Details | History NOC
103 Lake View Flat View Details | History NOC
104 Lake View Flat View Details | History NOC
105 Lake View Flat View Details | History NOC
201 Lake View Flat View Details | History NOC
202 Lake View Flat View Details | History NOC
203 Lake View Flat View Details | History NOC
204 Lake View Flat View Details | History NOC
205 Lake View Flat View Details | History NOC
1 of 7

Note: NOC cannot be issued for properties owned by the developer.

4. Once you are in the **NOC Procedure** screen, follow the next instructions to fill-in the NOC details
5. Enter any **Remarks** regarding the issuance of the NOC
6. Select the **NOC Type** and the corresponding fields to add the participants will appear (different procedures have different types of participants)

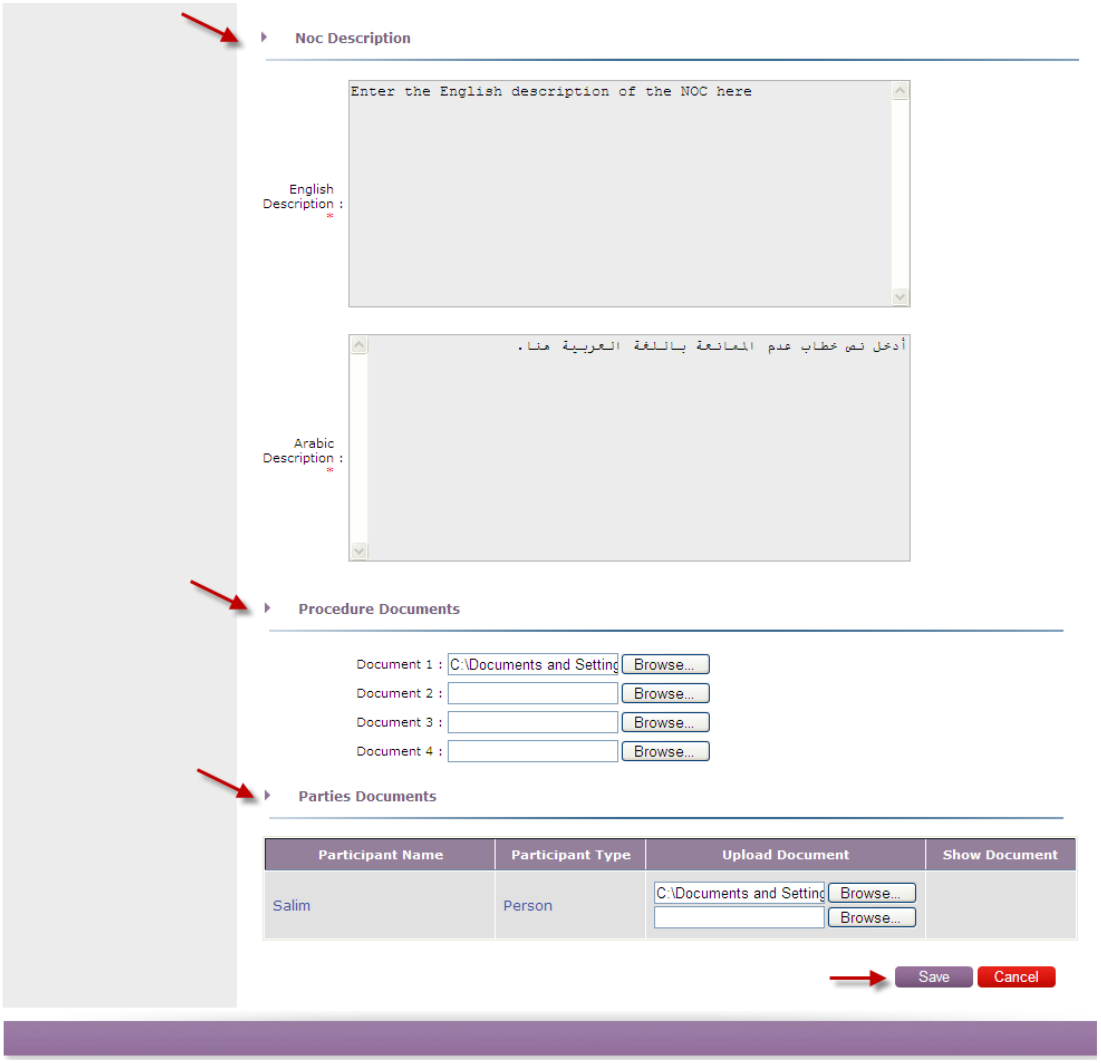
7. If the participant is a bank, select the **Bank Name from the list (**a bank could be a participant in Sell with Mortgage, Mortgage and Lease to Own procedures)



8. If the participant is a person or a company, then enter the participant number– if available- and click **Enter** key
9. If the participant is not available, then:
    a. Click on **Add Person** or **Add Company** and a new window will appear
    b. Add the details of the participant and click on **Save** (for detailed steps, refer to section **Add Person/Company** in Chapter 3)
    c. Note down the participant number and close the participant window
    d. Enter the Participant Number and click Enter to retrieve the participant details
10. To remove a participant, click on this icon ( )
11. Enter the **Area** allocated for each participant

Note: The total area allocated for each party should be equal to actual area of the property

12. Enter the English and Arabic **Description** of the NOC
13. Click on Browse to attach the **Procedure Documents** and the **Parties Document**



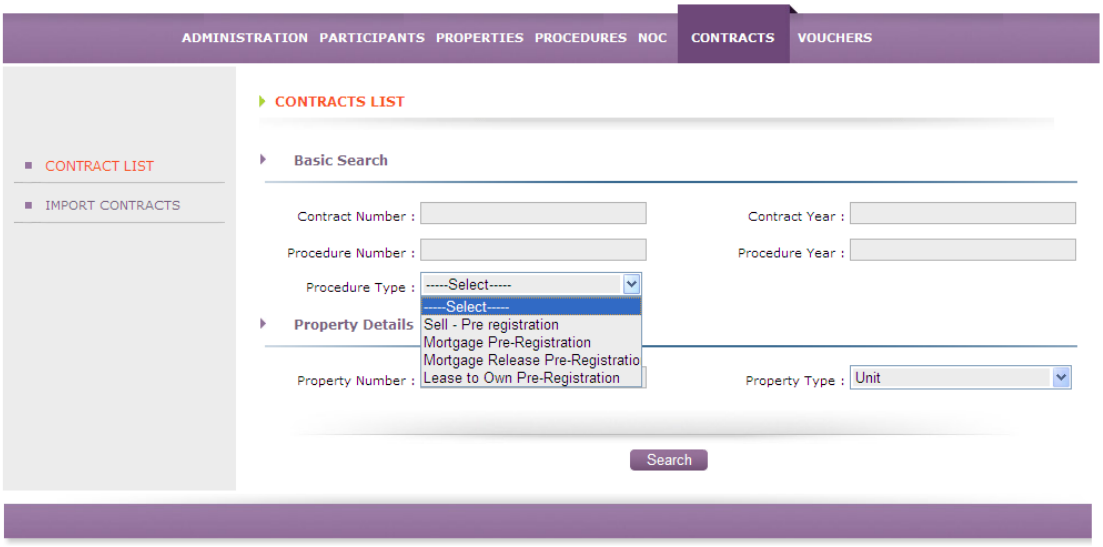
14. Click on **Save** to save the NOC details or **Cancel** to cancel the operation
15. Once you click on **Save**, you'll have two options:
    a. To terminate the NOC Procedure, click on **Terminate**
    b. To return to the NOC main screen, click on **Cancel**

Contracts 7

Different types of contracts are generated as an output of every procedure performed through the application. These contracts are official once signed by the parties involved in the procedure. Through this module, you can search for your contracts and upload multiple ones to the application at once. In this chapter, we will show you how to search and view the details of your contracts. Uploading contracts will be illustrated in a separate user guide.

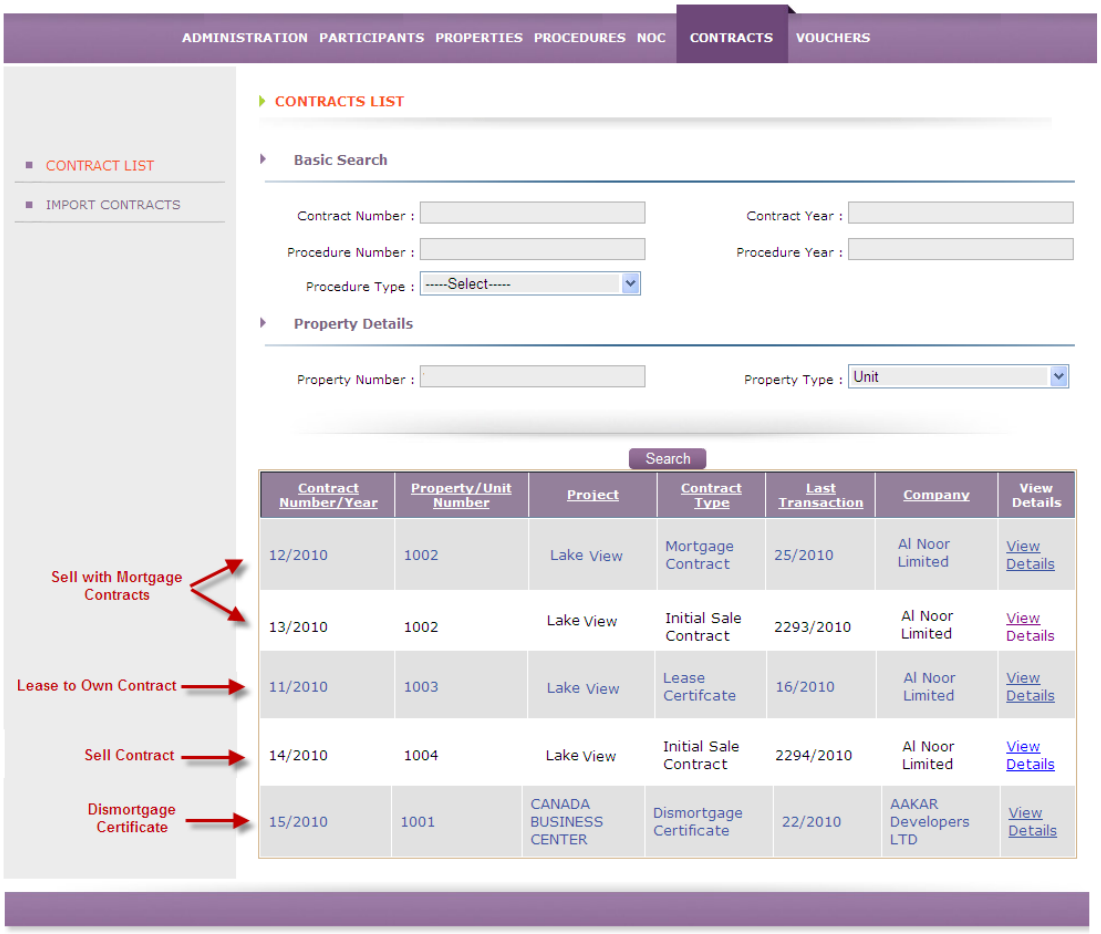
Contracts List

Click on **Contracts>Contracts List** and enter any of the following search criteria to retrieve particular contracts related to a property or to a procedure:



1. Enter the **Contract Number** and **Year**
2. Enter the **Procedure Number** and **Year**
3. Select the **Procedure Type**
4. Enter the **Property Number**
5. Select the **Property Type**

Click on **Search** and the search results will be displayed as shown below:



Click on **View Details** next to any of the contracts to view its details and save it on your local drive- if needed.

In the following, we will show you an example of the **Initial Contract of Sale** that will be issued for Sell procedures and as part of Sell with Mortgage procedures.

INITIAL CONTRACT OF SALE

1 of 2 Export to the selected format Export

GOVERNMENT OF DUBAI

OQOOD

INITIAL CONTRACT OF SALE

Contract No. 284/2010

This contract is made on 24/10/2010 by and between :

PARTIES

SELLER(S)

Participant Name:	Al Noor Limited	**Type:**	Company
Participant Number:	811	**License #:**	566452
Area:	2500 Sq.Ft		

BUYER(S)

Participant Name:	Rami Al Mazen	**Type:**	Person
Participant Number:	420146	**Passport #:**	55487
Area:	1500 Sq.Ft	**Nationality:**	Syria
Participant Name:	Mohamad Salim	**Type:**	Person
Participant Number:	420227	**Passport #:**	32315
Area:	1000 Sq.Ft	**Nationality:**	Emirates

VOUCHERSLIST

Number/Year:	676/2010	**Voucher Amount:**	30010 AED
Voucher Date:	24/10/2010		
Participant Name:	Rami Al Mazen		
Number/Year:	677/2010	**Voucher Amount:**	30010 AED
Voucher Date:	24/10/2010		
Participant Name:	Al Noor Limited		

First Party Signature .....

Second Party Signature .....

Close

Note: Sell with Mortgage procedure will generate two contracts, Mortgage Contract and Initial Sale Contract

Vouchers 8

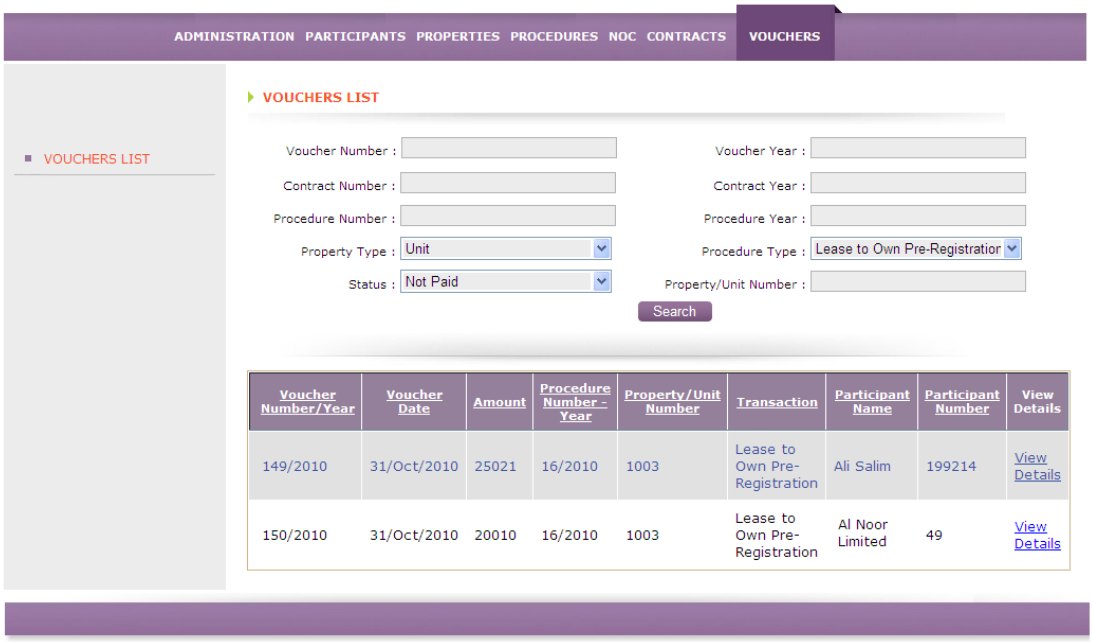
Contract parties will be entitled to pay certain fees depending on their role in the procedure that is performed on Oqood. For every payment, a voucher will be issued in the name of the payee as specified by the developer, who is performing the procedure. Voucher can be paid only through DLD.

Vouchers List

1. Click on **Vouchers>Vouchers List** and enter any of the following search criteria to retrieve particular vouchers related to a contract, property or procedure:

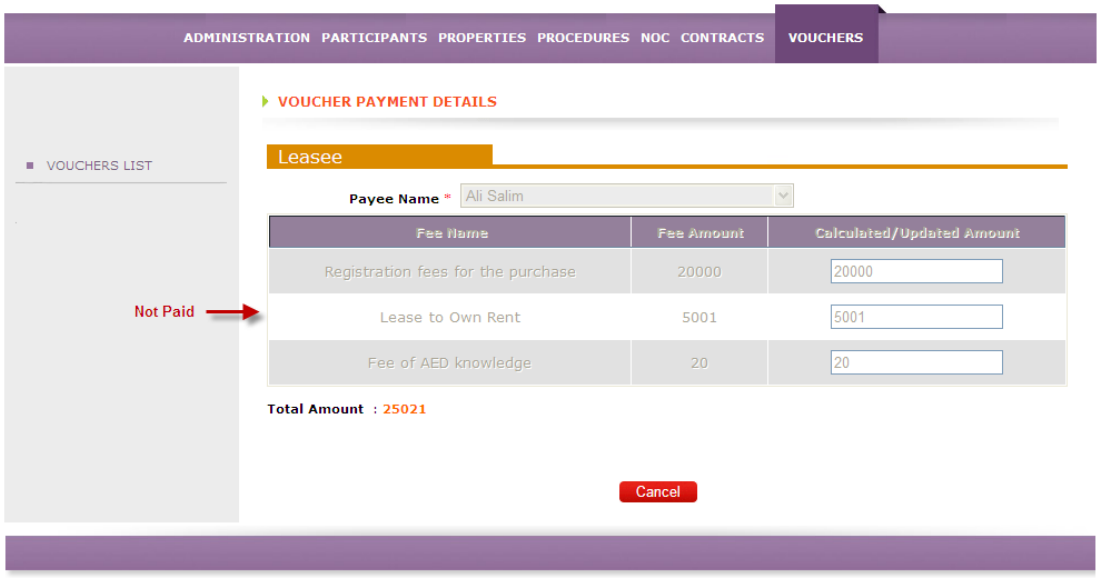
   a. Enter the **Voucher Number** and **Year**
   b. Enter the **Contract Number** and **Year**
   c. Enter the **Procedure Number** and **Year**
   d. Select the **Property Type**
   e. Select the **Procedure Type**
   f. Select the **Status** of the voucher: Paid or Not Paid
   g. Enter the **Property Number**

2. Click on **Search** and the search results will be displayed as shown below:

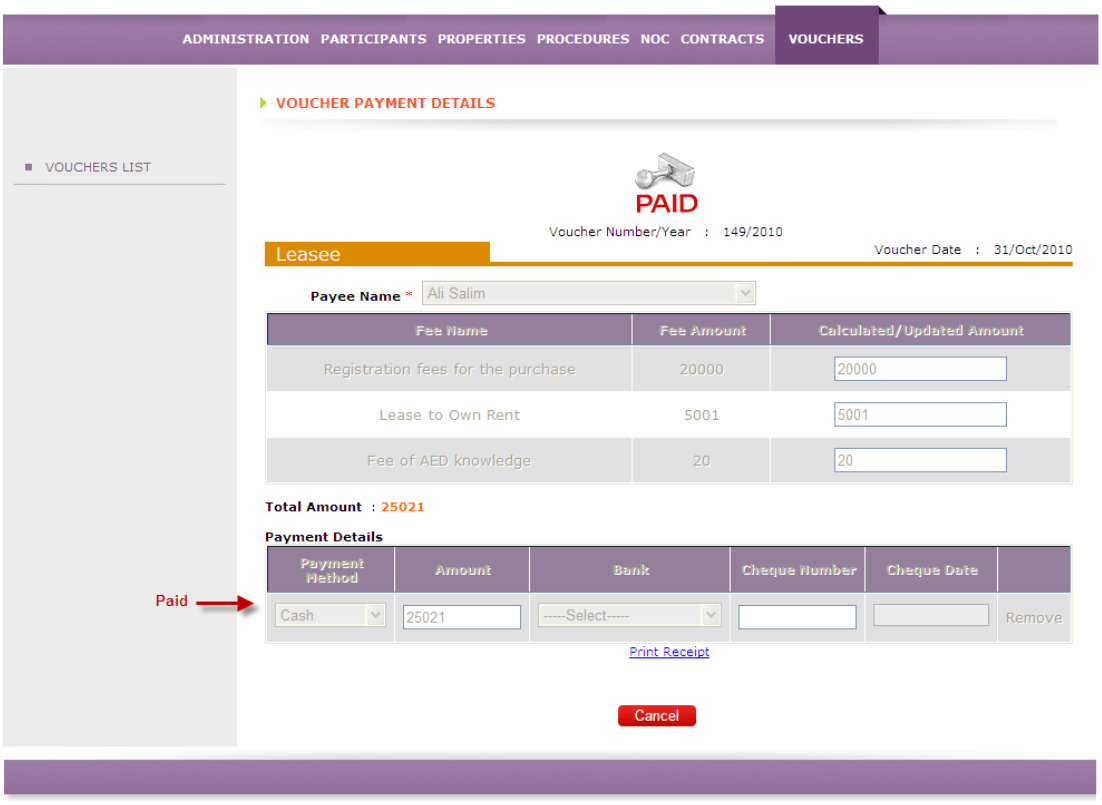


3. Click on **View Details** next to any of the vouchers to view its details:

   a. If the voucher is not paid yet, then the following screen will be displayed:



   b. If the voucher is already paid, The following screen with a paid stamp will appear:



4. To print the payment receipt, click on **Print Receipt** link and the following new window will open:

PAYMENT RECEIPT

1 of 1 Export to the selected format Export

GOVERNMENT OF DUBAI

Payment Receipt سند دفع

دائرة الأراضي والأملاك
Land Department

Receipt Date	02-NOV-2010	تاريخ السند
Receipt Number	35 / 2010	رقم السند
Voucher Number	55 / 2010	رقم أمر التوريد
Procedure Type	Mortgage Release Pre- / فك رهن – تسجيل مبدئي Registration	نوع الإجراء
Procedure Number	20 / 2010	رقم الإجراء
Receipt Amount	1010 AED	قيمة السند
Client Name	Ali Salim	إسم العميل

FEES الرسوم

Fee Name	Fee Value/قيمة الرسم	إسم الرسم
Fee of AED knowledge	10 AED	رسم درهم المعرفة
Redemption fees	1000 AED	رسوم فك الرهن

PAYMENT DETAILS تفاصيل الدفع

Payment طريقة الدفع	AMOUNT – القيمه	Bank Name – إسم البنك	CHEQUE DATE – تاريخ الشيك	CHEQUE NO. – رقم الشيك
Cash–نقدي	1010 AED			

Employee Name	Ali, Khalid	إسم الموظف

Close

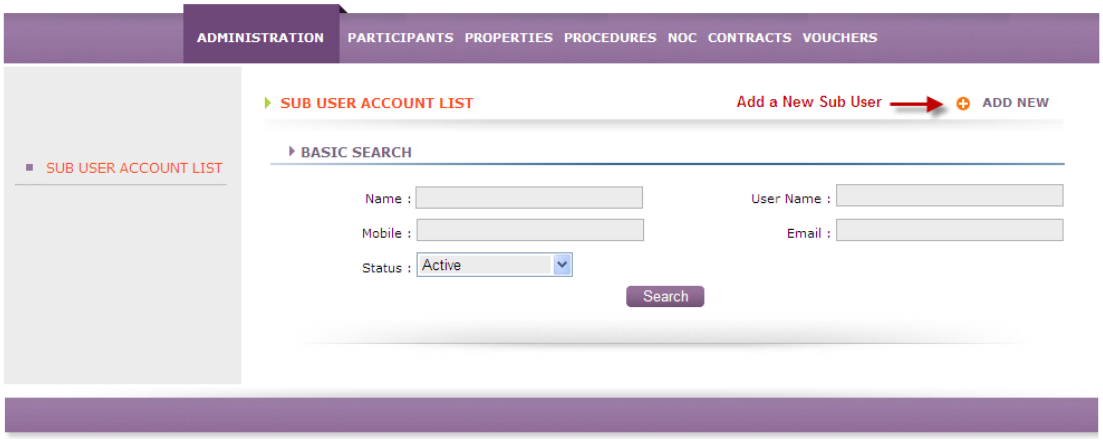
5. Click on **Close** to close the receipt window.

Administration 9

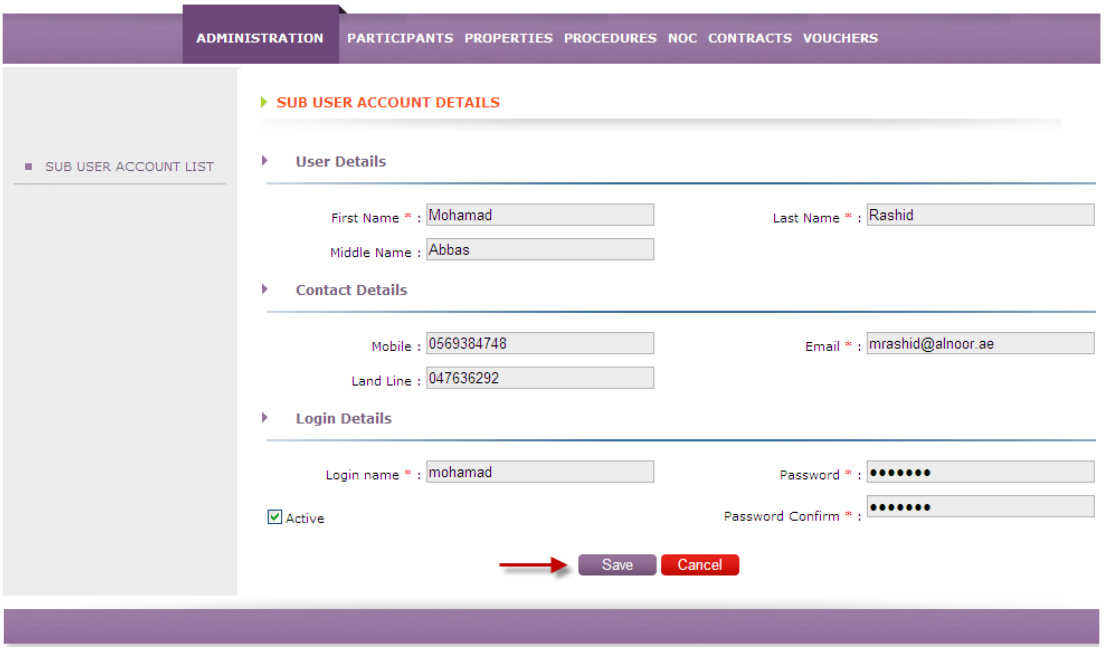
Our user management module allows you to add and manage sub user accounts that are associated with your main user account. All sub users will have the same privileges as the main user and thus, they can create and manage other sub users. Click on **Administration>Sub User Account List** and follow the instructions in this chapter to get your sub users ready to work.

Add New Sub User

To add a new sub user, follow the next steps:

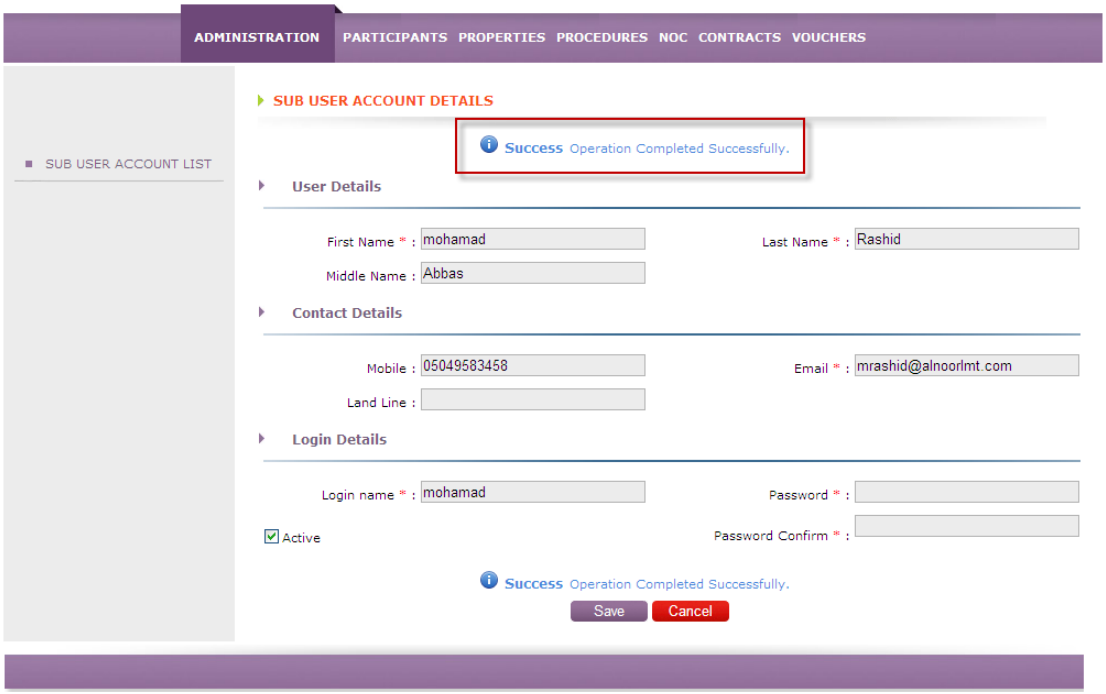


1. Click on **Add New** on the top of the Sub User Account List screen to add a new sub user
2. Enter the **User Details**:
   a. First Name
   b. Middle Name
   c. Last Name
3. Enter the **Contact Details** of the user
   a. Mobile
   b. Email
   c. Land Line
4. Enter the **Login Details** for the user:
   a. Login name
   b. Password
   c. Confirm Password (enter the password again for confirmation)



5. Select the check box **Active** if you want to activate the user once created.
6. Click on **Save** to save the details
7. Click on **Cancel** the cancel the operation

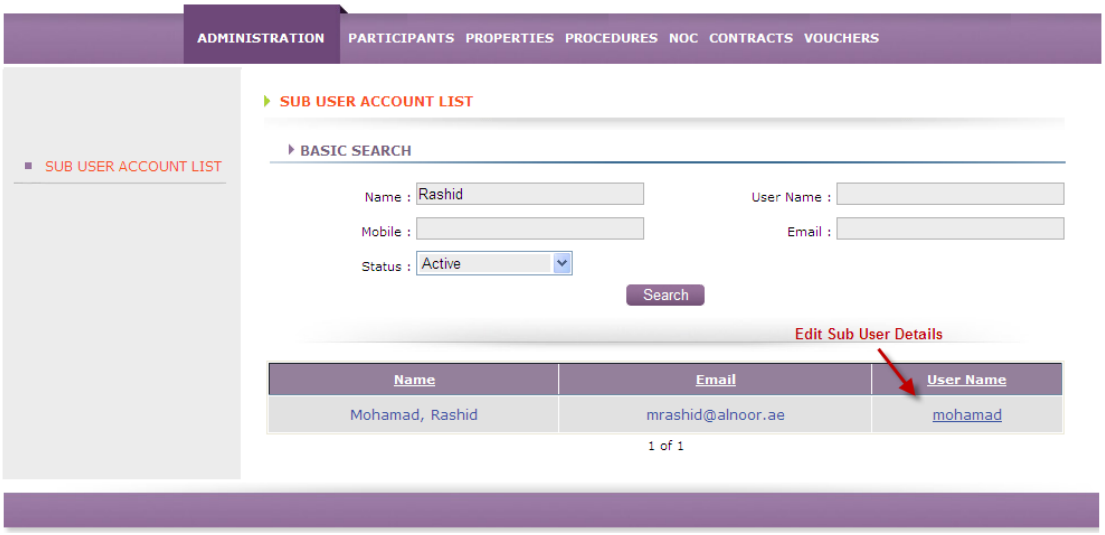
Once the user details are saved, the following confirmation message will appear to indicate that the user account has been created successfully and is ready to be used:



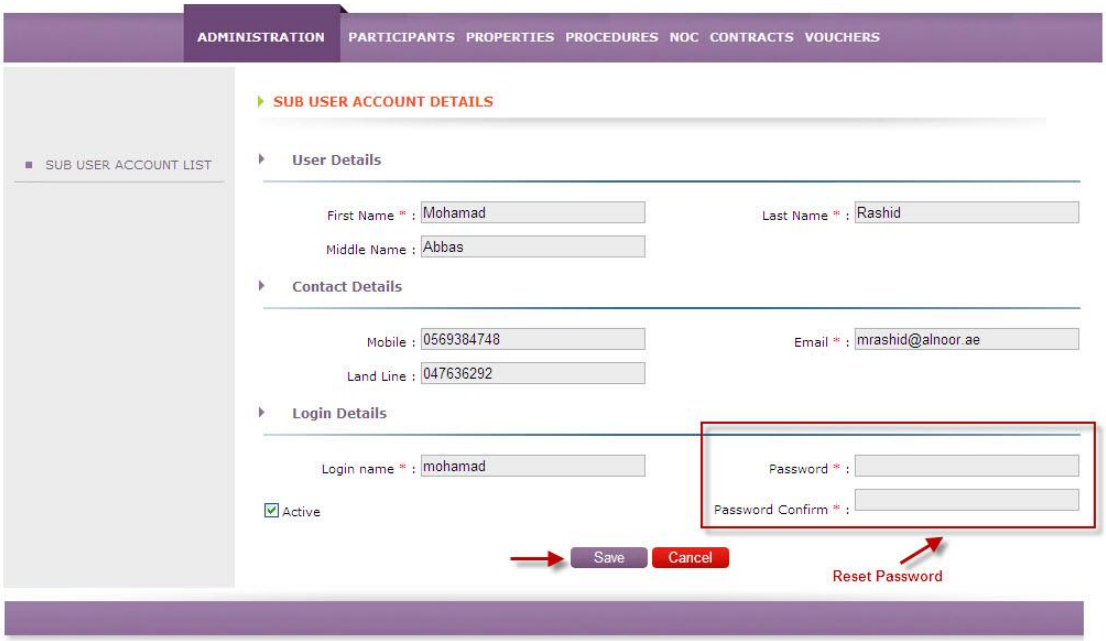
Sub Users Accounts List

To search for a user -and edit its details if needed- follow the next steps:

1. Enter the **Name** (the first, middle or last name) of the user
2. Enter the **User Name** (the login name)
3. Enter the **Mobile** number of the user
4. Enter the **Email** address of the user
5. Select the **Status** of the account, Active or Inactive
6. Click on **Search** and the search results will be displayed as shown below:



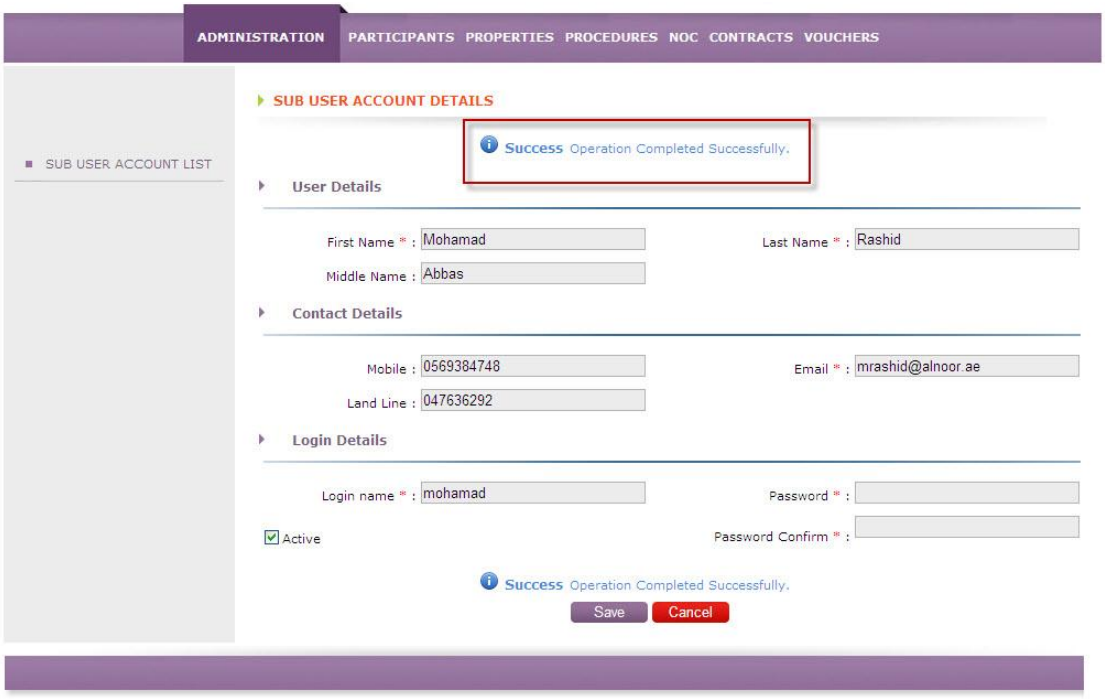
7. To edit any of the sub user details, click on its user name and the following screen will appear:



8. For any editing of the sub user details, you have to reset the user account's password

9. To save you changes, Click on **Save** to save your changes and a confirmation message will appear to indicate that your changes have been saved successfully

10. To ignore the changes you have done and cancel the operation of editing, click on **Cancel** before saving



11. Once your changes are saved, click on **Cancel** to exit from the current page and go back to main screen of Sub User Account List